

Arjun Yadav

C-753 LIG FLATS, EAST OF LONI ROAD, SHAHDARA,
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Experience

- Teleperformance** May 19, 2022 - February 07 2023
Senior Executive
Proficient in handling live chat support with professionalism and empathy.
 - Skilled at clear written communication to resolve customer queries quickly.
 - Strong ability to manage multiple chats simultaneously while maintaining accuracy.
 - Experienced in using CRM and chat support tools.
 - Adept at understanding customer needs and providing tailored solutions.
 - Capable of escalating complex issues effectively to the right teams.
 - Focused on customer satisfaction, retention, and relationship building.
- TechMahindra** April 09, 2024 - July 31, 2024
Senior Executive
Strong verbal communication skills with a clear and professional tone.
 - Skilled in handling inbound and outbound calls to address customer queries and provide solutions.
 - Ability to listen actively and empathize with customers to ensure satisfaction.
 - Proficient in using CRM and call management tools for logging and tracking interactions.
 - Experienced in managing high call volumes while maintaining quality standards.
 - Skilled in explaining complex information in a simple and customer-friendly way.
 - Strong persuasion and negotiation skills for upselling or resolving objections.
 - Focused on achieving First Call Resolution (FCR) and improving customer retention.

Education

- IGNOU**
Bachelors In Political Science Honours