**YANGDEEP**

**YANGDEEP.337905@2freemail.com**

**CAREER OBJECTIVE**:

Believing that customer satisfaction is my service, I would like to obtain a customer service position your company with my full dedication and sincerity at work by providing customer centric service which would in turn lead to progress of the establishment.

**KEY FEATURES**:

* Through understanding and experience of customer service concepts.
* Enjoy working in a team.
* Ability to relate courteously with customers from all different backgrounds.
* Excellent communication skills.
* Supervising coordinating and motivating staff in all aspects of BPO operation and services.
* Ensure that orders are actually prepared and delivered timely to customers.
* Ensure that customer’s issues are handled accurately, efficiently and in complaints with company policies and producers.
* Work in close coordinating with management to ensure that newly hired associates receive orientation training.

**PREVIOUS EMPLOYMENT**

**BIG BAZAR –SALES ASSISTANT – 2011 – 2012**

**DUTIES AND RESPONSIBILITIES:**

* Welcome and advise customers (so practice with smiling).
* [Ensure goods are well displayed](http://www.totaljobs.com/careers-advice/job-profile/retail-jobs/merchandiser-job-description) (an organized shop is a happy shop).
* Handle payments.(both cash and card)
* Arrange ordering and delivery.
* Receive deliveries from [suppliers](http://www.totaljobs.com/careers-advice/job-profile/retail-jobs/supply-chain-job-description).
* Keep the shop floor clean and tidy.

TELLIS CALL CENTRE: Call Supervisor at tech support -2012-2015.

**DUTIES AND RESPONSIBILITIES:**

* Takes orders by obtaining and verifying information.
* Enters orders by transmitting information.
* Provides product/service information by answering questions; offering assistance.
* Maintains call center database by entering and verifying information; updating contact log.
* Improves quality results by recommending changes.
* Keeps equipment operational by following established procedures; reporting malfunctions.
* Updates job knowledge by participating in educational opportunities.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

**EDUCATIONAL BACKGROUND**

* Passed Madhayamik Parkisha examination (10+) from saint Alphonsus Higher Secondary School. (29th May 2007)
* Passed higher secondary examination(12+) (14th JAN 2009)

From St.Alphonsus Higher Secondary School

* Pursuing graduation from St. Xavier’s College.

**EXTRA QUALIFICATION**

* Diploma in computer Application (D.C.A) from Sterlite Foundation.
* Participant in National Cadet Corps

**PERSONATIONAL INFORMATION**

* Date of birth :05th of April 1991
* Nationality :Indian
* Marital status : Single
* Languages Known :English , Nepali ,Hindi

VISA STSTUS: visit visa