**CURRICULAM VITAE**

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**Name : Yogendranath**

**Present Address:**

Dubai, UAE

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**OBJECTIVE:**

To work in a healthy, innovative and challenging environment extracting the best out of me, which is conducive to learn and grow at professional as well as personal level thereby directing my future endeavours as an asset to the organization.

**EDUCATIONAL QUALIFICATION :**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Board** | **Year Passed** | **Percentage** |
| Bachelor of Commerce | Vinayak Mission University | 2011 | 59% |
| Higher Secondary Education | ICSE Board | 2008 | 67% |

**WORK EXPERIENCE :**

* **People Interactive - Mumbai**

 ***- Sr.Customer Relationship Officer***

* Verification of newly registered members
* Ensuring the data updated by members is accurate
* Driving member security initiaitives to make the website a safe experience
* Acting on negative reports submitted by users for profiles
* Screening suspected profiles to detect the accuracy of information
* provided
* Identifying suspected and wrong-proven profiles to block their activity on
* the website.
* Taking appropriate actions to ensure the safety and security of members
* Working relentlessly to achieve daily targets for profile scrutiny
* Screening social profiles and other online touchpoints of member profiles
* Spearheading the goal to make the website a risk-free experience for its users
* Ensuring all member complaints have been resolved at the earliest within the specified TAT.
* **Stream - Mumbai**

 ***- Customer Technical Support***

* Manage in-life product performance: sales, margin, and churn, conducting extensive numerical analysis using company data.
* Identify and present innovative and creative product solutions.
* Project management of all product integration/launches/changes throughout implementation.
* Identify the business and operational requirements based upon the business requirements & objectives of each product.
* Coordinate and build strong working relations with various internal organizations including; Sales, Marketing, Product Development, & Operations.
* Provide support for other departmental projects as needed.
* To meet/exceed and maintain service levels as assigned by management.
* **Eureka Tech Services - Mumbai**

 ***- Customer Service Representative***

* Troubleshooting all software technical issues and up selling.
* Generating revenue for the site by making out bound calls in UK & US region.
* Achieving the monthly targets assigned individually as well as for the team.
* Simultaneously churning the leads and disturbing to the team members in absence of team leader.
* Handled difficult customers by giving best solutions.
* Handled the transition phase.
* Providing the initial sales refresher training to the OJT batches.

**COMPUTER SKILLS:**

* Good knowledge of computer including Microsoft Office
* Proficient in working with Excel

**PERSONAL DETAILS :**

**Date of Birth :** 03rdAugust, 1990

**Marital Status :** Single

**Nationality : :** Indian

**Language Known :** English, Hindi, Marathi

**Visa Status : :** Visit Visa

**Visa Expiration Date :** 09 March, 2018

**(Yogendranath)**