

Raj Nandan Yadav

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Objective

Detail-oriented and customer-focused IT diploma holder seeking a Customer Support / Process Associate role. Strong communication skills, basic technical knowledge, and the ability to assist users with software or service-related issues.

Education

- Hewett Polytechnic** 2021-24
Diploma in Information Technology
69%

Skills

- Customer Query Resolution.
- Process Handling and Documentation.
- CRM Tools (Freshdesk, Zoho Desk - basic).
- MS Office (Excel, Outlook, Docs).
- Ticket Creation and Escalation.
- Typing speed: 40 WPM.
- Soft Skills: Empathy, Clarity, Listening, Teamwork.

Projects

- Created and resolved mock customer service tickets using Zoho Desk.
- Practiced documentation and email replies for customer queries.
- Simulated voice support role with friends for handling complaints and queries.

Interests

- Helping people solve their tech issues.
- Improving communication and typing speed.
- Exploring customer service case studies.
- Learning CRM and ticketing tools.

Languages

- Hindi-(Fluent)
- English-(Conversational)

Declaration

- I declare that the information above is true to the best of my knowledge.