

# ARTI YADAV

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## Summary

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Experienced Process Specialist in chat process with a demonstrated history of working in the Internet industry.

Skilled in chat (international process ), Analytical

Skills, Customer Service, Auditing, Communication, Quality assurance , and Leadership.

Worked as Team leader in peak times in different skills and Team player .

Knowledge of Microsoft Excel .

Strong support professional graduated from Delhi University

## Experience

### Process Associate

#### Concentrix

Jul 2017 - Apr 2018 (10 months)

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Jul 2017 - Apr 2018 (10 months)

Worked as Process Specialist

Had to resolve query Through call of customers regarding any issue of the process

Worked as team lead

Rewarded with couple of awards as best performance of the Month

Rewarded as employee of the month for achieving monthly matrix goals with full attendance.

### Process Associate (Chat profile)

#### Amazon Development Center

Oct 2018 - Present (3 years 1 month +)

#### Process Specialist

AMAZON DEVELOPMENT CENTRE (INDIA) PRIVATE LIMITED

Oct 2018 - Present (3 years 1 month +)

working as Process Specialist to resolve customer queries through CHAT

retain clients

Analyse customer Data

Audit details

Provide Quality assurance

Provide effective ideas to improve process

Team work

retain and provide assurance

Won couple of RNR awards

Got opportunity to work as team lead in peak times

Won employee of the month several times.

Worked in special skills.

## Education

**Delhi University**

B.sc honours, Mathematics

2014 - 2017

68%

**Central Board of Secondary Education**

12th, Science

2013 - 2014

85%

**Central Board of Secondary Education**

10th boards

2011 - 2012

8.4 CGPA

**Skills**

customer relations • english • hindi • microsoft excel • microsoft office • Communication • Leadership • Auditing • Teamwork • Troubleshooting