

# ABHISHEK YADAV

Rc Patel Chawl Behind Khoja Jamat Khana Behram Baug Road  
Jogeshwari (west) Mumbai-400102  
9769295704 | abhimsdglesias7781@gmail.com

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## Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

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## Personal Details

- Name : Abhishek Yadav
- Date of Birth : 11/04/2000
- Gender : Male
- Nationality : Indian
- Martial Status :- Single

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## Experience

- **TELEPERFORMANCE** 2021-September - 2022-September  
Backoffice executive
  - Document verification kyc process
  - Investigation of fraud documents
  - Maintaining data in excel sheet
- **FIRST SOURCE SOLUTIONS LTD** 2022-September - Present  
SR.CSA
  - Back office assistants provide reliable, and timely support to the team.
  - Solving customer grievances and investigation of the fraud updating it in the software
  - Handling escalations of clients.
  - Adherence of SLA.
  - Perform data entry task maintain and update customer details

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## Education

- **Maharashtra State Board** 2015  
SSC  
66%
- **Maharashtra State Board** 2018  
HSC  
68.40%
- **Mumbai University** 2021  
BMS (Bachelor of Management Study)  
6.58 CGPA

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## Skills

- Communication Skills
- Customer Service Skill
- Multi-tasking
- Adaptability

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## Computer Proficiency

- Basic Computer Knowledge

- MS Word
  - MS Excel
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### **Languages**

- English
  - Hindi
  - Marathi
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### **Interests**

- Playing Cricket