



SATYENDRA KUMAR YADAV

Customer Service
Associate

07-09-1995

EDUCATION

Bachelor's of Arts

MGKV University Varanasi (India)
2012 - 2015

Mathematics (10th Standard)

Uttar Pradesh High School Board
2009 - 2010

Mathematics (12th Standard)

Uttar Pradesh High School Board
2011 - 2012

CONTACT

0562376589

skyp372@gmail.com

Mankhool, Dubai (United Arab
Emirates)

Seeking a good career and holding a responsible position in the reputed organization and ensure credible performance to work towards exceeding the set goals contributes for the organization.

EXPERIENCE

Food & Beverage

Caesars Group of Restaurants | 2018 - Ongoing

- # Handle Customers Complaints.
- # Assist in Developing Customer Service Satisfaction Programs.
- # Providing information about facilities, programs and other services.
- # Managing Customer's experiences.
- # Ensuring Customers have a pleasant experience.
- # Taking care of Customers with special needs.

Food & Beverage (Customer Service Assistant)

the yellow chilli, Varanasi | May 2018 - September 2018

- # Respond to customer calls & emails and answer questions abt products & services.
- # Process orders & ensure they are fulfilled.
- # Handle customer complaints or concerns
- Log all contacts in our customer database system accurately.
- # Perform general administrative tasks, such as copying & filing.
- # Generate monthly & annual reports for Management.

Account & Finance (Cash Counter Executive)

Aalishan Zaika Restaurant, Varanasi | May 2015 - April 2018

SKILLS

Customer
Service



Customer
Satisfaction



Time
Manageme



Team
Manageme



POS
Handling



Cashiering



CERTIFICATES

Diploma In Computer Applications

Varanasi (India) | June 2013 - December 2013