

Yash Barhate

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Education

Savitribai Phule Pune University
Bachelor of Engineering, Computer Science.
A.Y : 2016 - 2020
CGPA : 7.36

Pune, MH

Professional Summary

Highly skilled and performance-driven Chat Support Analyst with 7 months of experience at Eclerx, specializing in sales and repair support. Proven track record of maintaining high customer satisfaction while meeting and exceeding KPIs, including Average Handling Time (AHT) and other critical metrics. Fluent in English with excellent communication skills and a typing speed of over 43 words per minute. Known for resolving customer issues efficiently, optimizing processes, and consistently delivering top-tier customer service.

Experience

eClerx Analyst

Pune, Maharashtra
May 2024 – Present

- Provide efficient and professional chat support to customers, resolving technical issues, answering queries, and offering product or service recommendations.
- Handle **sales inquiries** and **repair-related issues**, ensuring that customers are satisfied with the resolution process.
- Consistently exceed monthly KPIs, including first-response time, customer satisfaction scores, and resolution time..
- Manage a high volume of chat interactions while maintaining a quality assurance standard of communication.
- Document customer issues, interactions, and resolutions accurately in CRM systems.
- Assisted customers in selecting the right electronic products based on their needs and preferences, resulting in a 25% increase in sales conversions.
- Developed and maintained strong relationships with customers, resulting in a high rate of repeat business.
- Work closely with the dedicated backend teams to schedule and track repair orders for products, ensuring timely updates for customers.

Key Achievements

- Consistently maintained an AHT of under 1200 seconds, improving the team's overall performance.
- Achieved a 98% customer satisfaction rate surpassing the company target.
- Exceeded the sales target by 10-15% through effective cross selling and upselling.
- Recognized for maintaining a clean record in KPI performance across multiple fiscal quarters.

Skills

- **Fluent in English:** Excellent written and verbal communication skills
- **Typing speed :** 43+ WPM
- **Technical Troubleshooting:** Advanced repair knowledge, technical support, product expertise
- **Sales & Upselling:** Cross-selling, identifying sales opportunities, customer engagement
- **KPI Management:** Average Handling Time (AHT), first-contact resolution, customer satisfaction, response time
- **Problem-Solving:** Ability to troubleshoot and resolve customer issues in real-time
- **Team Collaboration:** Efficient in working with cross-functional teams to ensure customer satisfaction.