

Yash Menon

Customer Support Executive

YM

Indore, India yash.menon@example.com Fictional sample

01 Professional profile

Customer Support Executive with an illustrative 11-year career focused on customer enquiries, issue ownership and service documentation. Core strengths include Ticket handling, Written communication and Knowledge bases. Selected examples describe the challenge, contribution and handover materials.

02 Professional experience

Jul 2022 - Present

Customer Support Executive

Asterline Customer Solutions · Indore

Delivered defined workstreams in customer enquiries, issue ownership and service documentation, coordinating reviewers and delivery partners.

- Reworked response templates around the issue, required information and next update.
- Checked instructions against the current product and routed technical corrections for review.

Jul 2018 - Jun 2022

Customer Support Executive

Northmere Customer Solutions · Indore

Built a scoped practice in customer enquiries, issue ownership and service documentation, with a defined review process.

- Used ticket handling and issue triage on assigned work; recorded decisions so colleagues could understand the approach.
- Prepared handover materials and incorporated specialist feedback before closing the workstream.

Jul 2015 - Jun 2018

Customer Service Associate

Cedarfield Customer Solutions · Indore

Built foundations through supported assignments, observation and practical feedback.

- Assisted with written communication and escalation, checking work with an experienced reviewer.
- Kept organised work records and developed clear handover habits through supervised practice.

EXPERTISE

Core capabilities

Ticket handling

Written communication

Knowledge bases

Issue triage

Escalation

Service follow-up

SELECTED WORK

Clearer first response

Response library and quality review notes

Knowledge-base refresh

Article revision log and support checklist

LANGUAGES

English - professional working

Hindi - professional working

CAREER CONTEXT

11 years in this illustrative career.

Three appointments.

Full work examples on page 2.

03 Customer experience cases

Make the next step clear for every customer.

WORK EXAMPLE 01 / ILLUSTRATIVE

Clearer first response

Context

Customers received long replies that did not explain the next action.

Contribution

Reworked response templates around the issue, required information and next update.

Prepared for handover

Response library and quality review notes

WORK EXAMPLE 02 / ILLUSTRATIVE

Knowledge-base refresh

Context

Frequently shared articles contained outdated navigation steps.

Contribution

Checked instructions against the current product and routed technical corrections for review.

Prepared for handover

Article revision log and support checklist

04 Education

2013 – 2015

Postgraduate Diploma in Customer Service

Asterbridge Institute of Professional Studies
Specialist study with a practice focus on ticket handling and written communication.

2009 – 2013

Bachelor-level study in the relevant discipline

Cedarhaven College of Applied Studies
Foundation study, practical assignments and supervised learning. Fictional institution and qualification record.

05 Professional development

2024

Ticket handling - advanced practice workshop

Scenario exercises and peer review in customer enquiries, issue ownership and service documentation.

2025

Issue triage - reflective practice seminar

Applied learning reviewed through a bounded example and a written reflection.

Continuing learning examples, not licences or independently verified certifications.

06 Practice & evidence notes

Work focus	Evidence status	Contribution scope
Customer enquiries, issue ownership and service documentation	Illustrative work descriptions; no source artefacts attached	Owned the stated workstream, not all team outcomes

Every employer and institution in this CV is fictional. The two work examples describe individual contributions; supporting artefacts and externally measured outcomes are not supplied. Replace example information with accurate records and permission-cleared work before using this CV.