



Yubraj Chhetri

Education

- 2012-2015
Punjab Technical University
Bachelor of Computer Application (BCA)
- 2015-2017
Punjab Technical University
Master of Computer Application (MCA)

Work Experience

- I.T CHAT EXECUTIVE
Education Culture Pvt. Ltd.,
 - The customer gives us the project and I have analysed all the projects, assignments, etc. like a PHP, python database, management, IT. I have to analyse and decide the price and our writer complete the project.
 - A chat support agent connects with customers through instant messaging on a business's website or mobile app. The online chat representative may provide technical support, resolve customer service inquiries, or offer additional forms of real-time problem-solving.
- SOFTWARE HANDLE EXECUTIVE
GFS Realtors | 2020-2021
 - I handle company CRM software (B2B Bricks Software) and also digital marketing sites. For e.g. magic brick, makaan.com, 99 acres, housing.com Facebook-page & Instagram-page and forward to the lead marketing department

SUMMARY

Over 5 years of experience as a customer relationship & CRM Software handle. Demonstrated ability to work effectively both independently and as an integral part of a larger team effort with a passion for building virtual global communities by advocating a common commitment to excellence.

Internships

eMind Technologies

I Have Done Course of "CCNA /N+"foreMindTechnologie

Course duration- 8 months

Technical Skills

- Networking
- IT Chat Support
- Email Chat Support
- Customer Relationship
- Technical Support
- Digital Marketing
- MS-Office 2007 and 2010

Final Project

I have done the Project in the Final semester

PROJECTS

- WAN (Wide Area Network)
- Software (cisco packet tracer)
- Responsibilities
- Cisco Company
- Airtel ISP India
- Backup for Cisco

Personal Details

Date of Birth 25.03.1995

Age 29

Nationality INDIAN

QID No 29535631449

QID Date 04.12.2025

Marital Status Married

Language English, Hindi,
Punjabi , Bangali,
Nepali

Contact Me

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Building no: 9, Flat No: 3

Doha, Qatar.

TRUST EXCHANGE | 2021-present

AML / KYC Analyst & Front Line Associate

- Buying & Selling of Foreign Currency.
- Dealing with customers and providing the best of services.
- Processing remittance transactions.
- Answer inquiries regarding accounts and other bank related products.
- Attending to High Volume cash customers.
- Attempt to resolve issues and problems with customer's accounts.
- Report suspected AML transactions to head office.
- Minimizing and reducing customer-waiting time and at the same time maintain accuracy in payments, transaction posting and receipts.
- Dealing with Exchange Houses for foreign currency trading.

Certifications

CCNA Routing and Switching certification.

StartDate: -Aug.2018 to EndDate:- Feb/20

Achievements & Certificates

Practicing Whistleblowing -Qatar February 2022

Effective Cash Handling May 2022

AML and CFT eLearning course June 2022

Fraud Awareness course June 2022

Customers Service Excellence July 2022