

ASHWANI KUMAR

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Contact Number: +919950647624

OBJECTIVE

A highly motivated individual who believes in the power of hard work and continuous learning, passionate about solving complex problems and thriving in an environment that encourages unconventional thinking. Strongly supportive of teamwork, collaboration, office ethics, and company success, seeking a role in an organization that embraces these values and provides opportunities for skill development and meaningful contributions to the company's success.

JOB HISTORY

Organization: **CROSSROADS**

Designation: **Tele caller**

Duration: **August 2021 to June 2022**

AREA OF WORK & RESPONSIBILITY

- Generated leads for car sales through outbound calls
- Convinced potential customers to sell their cars with the company by highlighting unique selling points
- Organized lead data in Excel spreadsheets for efficient follow up and maintained constant communication until sale completion
- Consistently met and exceeded sales targets through effective lead generation and follow-up strategy

JOB HISTORY

Organization: **Healthmug**

Designation: **Customer Support Executive**

Duration: **July 2022 to October 2022**

AREA OF WORK & RESPONSIBILITY

- Efficiently managed incoming customer calls, addressing inquiries, complaints, and issues promptly and professionally to ensure customer satisfaction
- Utilized internet browsing skills to research and gather relevant information to address customer inquiries or resolve issues, accessing online resources, product information, and troubleshooting guides
- Utilized intermediate Excel skills to manage and organize customer data, create reports, track customer issues, and generate insights

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JOB HISTORY

Organization: **Healthmug**

Designation: **Product Description Writer**

Duration: **October 2022 to till now**

AREA OF WORK & AREA OF RESPONSIBILITY

- Created and maintained accurate product descriptions on the website, ensuring product information was up-to-date, consistent, and engaging for customers
- Crafted creative and catchy taglines that captured the essence of the product and resonated with the target audience

SOFTWARE AWARENESS:

- Microsoft Excel (VLOOKUP, HLOOKUP, Formulas, Macros and VBA)
- Microsoft Word

ACADEMIC QUALIFICATIONTION

- 12th Passed
- 6-month basic computer course

HOBBIES

- Reading news paper
- Playing chess and video games
- Listening to music

PERSONAL DETAILS

Father's name : Mr. Mansharam
Date of Birth : 1 July 2002
Marital Status : Single
Local Address : Nagla Lahauri Post- Kurar baya Nawabganj, Farrukhabad
Language known : Hindi & English

(Ashwani)

Date :

Place:

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