**CURRICULUM VITAE**

**AMIT VERMA**

 **E.mail**: averma634@gmail.com

 Mobile-9871590326/9810625627

**CAREER OBJECTIVE**

*To work with an organization where I could get challenging environment and put my potentials towards goals of organization and learn new things each and every day to work for personal & organizations growth.*

**WORK EXPERIENCE**

**Organization WebApp IT Services**

**Duration** June 2022 till Now

**Designation** Sr.Business Development Manager

**Job Profile** Work on B2B & B2C client for their Game, Website and Application

 Development needs. Understanding clients requirements and giving them the

 Correct solution and Quotation. Giving them the complete overview of our

 Company and products. Training them about the functionality of the final

 product. Taking Q&A session with the client team and giving functionality

 support.

**Organization Vinsys IT Services**

**Duration** Oct 2021 till May 2022

**Designation** Business Development Manager

**Job Profile** Work on B2B & B2C client for their IT training related needs. Giving Bids

 for Govt. and Public sectors. Preparing proposal and generating leads for US

 market. Coordinating with the Client and their team about the training

 schedule and curriculum. Taking last day training feedback with the client

 and forwarding to the Training head.

**Organization White Hat Jr.**

**Duration** Oct 2020 to Oct 2021

**Designation** Sales & Training Manager

**Job Profile** Talking to the Customer who has taken the trial class of coding and Maths.

 Explain about our Company and Product. Taking them on remote access and

 giving training about our software and curriculum. Taking support calls from

 my clients about technical issues. Ask about new references and convert

 them into paid customer.

**Organization Netcom Learning India Pvt. Ltd.**

**Duration** Feb 2019 To Oct 2020

**Designation** Sr. Inside Sales Associate

**Job Profile** Contact old and new customer via call, Email or LinkedIn. Explore their

 learning needs. Applying and Analysis for RFP. Making proposal and

 applying for Bid in Government and Public sector. Understanding client

 training requirements and providing them the training solution for North

 American market. Coordinating between Client and trainer for training

 sessions. Complete the training and taking the client reviews.

**Organization A&A Automobile**

**Duration 4 years and 10 months (** Feb 2014 To Dec 2018)

**Designation** Assistant Manager

**Job Profile** Handling Team, solving customer queries by email, Product listing on

 E commerce portal like Ebay.com, paytm,Flipkart, Amazon.com

 etc.,Taking Care of sales and marketing work.

**Organization Iyogi Technical Services Pvt. Ltd.**

**Duration** 2 years and 7 months (July 2011 to Jan 2014 )

**Designation** Sales Associate

**Job Profile** Handling the Inbound Calls for technical issues of U.S, U.K &

 AUSTRALIAN customers

 Diagnose their computer by taking remote access.

 Make a sale, taking their credit card information and transferring

 to L1 and fix the problem

**Organization HCL Technologies Ltd.**

**Duration** 3 years and 9 months (From Aug. 2007 to May 2011)

**Designation** Leading Excellence Team Coach

**Job Profile** Handling the Inbound Calls for the Macys Departmental Store in USA.

 Barging the Calls of the given Team Associates & providing them the

 feedback.

 Taking Supervisor calls and forwarding the complaints to the concerned department.

 Taking the appreciation call and suggesting associates to improve the process quality.

 Updating the feedback on the PMS.

**Organization** **Cleave Globle Ltd.**

 **Duration**  11 months (From sep. 2006 to June 2007)

 **Designation**  Customer Service Associate

**Job Profile** Handled outbound calls

 Maintained theProfile of the customers who were interested in auditions

 for Hollywood. Providing them the date and the place details about the

 auditions.Solved the queries of the customers toprovide them the right Job

 which matches their Profile in Hollywood.

**ACADEMIC QUALIFICATION**

* Post Graduation diploma in T.V Journalism from Y.M.C.A.
* Graduation passed from Delhi University in 2005.
* Senior secondary passed from C.B.S.E Board, Delhi in 2002.
* Higher Secondary passed from C.B.S.E Board, Delhi in 2000.

 **PROFESSIONAL ACHIEVEMENTS**

* + - Awarded as a Champion of the month for consecutively 3 months.
		- Promoted as a Senior Customer Service Associate.
		- Achieved a certificate for quarterly employee for the month of October – December, 2010
		- Cleared I.J.P. for LET.
		- Awarded as an Exemplary Performer of the Process.

**PERSONAL DETAILS**

* Date of Birth 7th March, 1985
* Father’s Name Mr. Kailash Verma
* Mother’s Name Mrs. Rajni Verma
* Marital Status Married
* Nationality Indian
* Permanent Address 1465/5 FF-1 Vasundhra

 Ghaziabad, U. P. - 201012

* Linguistic Proficiency English & Hindi
* Hobbies Reading News Paper, Listening to Music & Swimming

**DATE:**

**PLACE: (AMIT VERMA)**