SHIVAM KUMAR

SINGH

# Contact Me



### 6204935497

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# Birth Date

31/July/1999

# Other Info Skills

### Critical thinking and problem solving.

Teamwork and collaboration.

### Professionalism and strong work ethic.

Oral and written communications skills.

Leadership.

# Languages

Summary

I am able to handle multiple tasks on a daily basis. I use a creative approach to problem solve.

I am a dependable person who is great at time management. I am always energetic and eager to learn new skills.

I have experience working as part of a team and individually.

# Education

## DAV Public School NTS Barkakana

### 2014 - 2016

10th

DAV people take on audacious problems, bring imaginative new approaches to solving them, and work collaboratively to advance knowledge and make meaningful contributions to our world.

## OP JINDAL SCHOOL PATRATU

### 2016 - 2018

12th

## DR APJ ABDUL KALAM UNIVERSITY

### 2020 -

B-tech

# Experience

## AIB MANEGEMENT Pvt Ltd.

### 2021 - 2022

Customer Sells Executive

Handling inbound calls and warm transfers from other agents

English, Hindi

Interest

Music, Travelling

Awards

Best App of the year

Prospecting for new business by cold-calling, lead databases and networking

Setting appointments to pinpoint prospective client’s needs, financial goals and resources

Developing a coordinated protection plan for immediate coverage and long-term strategy

Cross-selling and upselling additional company products to existing clients

Greeted customers and provided personalized service Handled customer contracts, payments and warranties

Maintained and shared up-to-date knowledge of products, accessories, service features and pricing plans

Met and exceeded team sales performance goals by upselling, personal and professional referrals and outbound marketing

## Vertex V Cosmos

### 08/07/2022 - 08/11/2022

Customer Support Services

Identified and evaluated opportunities improving the process and customer experience

Assisted the sales team for incoming requests for new services

Analyzed customer needs and made arrangements adhering to company policies

Handled escalated and upset calls, maintained and updated the inbound call reports

**Key Responsibilities are as follows:**

Selling techniques and procedures.

Maintained organized, presentable merchandise to drive continuous sales.

Implemented up-selling strategies for recommending accessories and complementary purchases.

Maintained organized, presentable merchandise to drive continuous sales. Organized racks and shelves to maintain store visual appeal engage customers and promote merchandise.

optimizing strategies to meet customer demands. Analyzed and processed returns, assisting customers with finding alternative merchandise to meet needs.

# Projects

## Mobotechnology

### 2012 - 2016

Resume Builder App

CV or Resume is the first impression while job hunting. Getting the job you deserve in this economy can be difficult without the right help and training.