

**Vanshika Kashyap**  
Email – [vanshikakashyap540@gmail.com](mailto:vanshikakashyap540@gmail.com)  
Contact No. - +918178458159

### **Objective**

To work in a challenging environment in a reputed organization using all my skills and efforts to explore different domains and seek continuous learning opportunities.

### **Professional Summary**

#### **Current Company - Adda247**

##### **Role – Customer Associate (October 2022 to Present)**

- Respond to customer queries in a timely and accurate way, via phone, email or chat.
- Identify customer needs and help customers use specific features.
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users).
- Update our internal databases with information about technical issues and useful discussions with customers.
- Inform customers about new features and functionalities.
- Follow up with customers to ensure their technical issues are resolved.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.

#### **Previous Company – Netambit Valuefirst Services India Limited (September 2021 – August 2022)**

##### **Role – Associate**

- Developing and managing a portfolio of Key Accounts like Limeroad, Amazon, MEESHO, and Apna.
- Achieving monthly sales targets by identifying and developing new customers
- Ensuring high levels of customer satisfaction and up-sell and cross-sell potential within existing customers to maximize share of wallet.
- Coordinating pre-sales and post-sales follow-up
- Achieving and exceeding weekly and monthly KPIs
- Key Accounts Analysis
- Monitoring market trends and providing regular competitor feedback.

### **Educational Qualification**

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|--------------------------|------|
| • Bachelor of Arts       | 2021 |
| • Senior Secondary, NIOS | 2018 |
| • Secondary, CBSE        | 2015 |

### **Personal Interests**

- Gymnastics
- Online Gaming

### **Personal Details**

- Date of Birth: October 18, 2000
- Address: New Delhi