Shivam Bharadwaj

☎ : +91-8077390270 ~✉: shivambhardwaj1190@gmail.com

Agra, Uttar Pradesh - India

Computer Science Graduate; Entry-Level Customer Success Representative

➢ Currently doing internship (part of customer success & client renewals group) with Absolut Info System Pvt. Ltd.

➢ Willing to learn & explore challenging opportunities in the field customer relations / customer service

➢ Strengths: Self-motivated, positive thinker, flexible with working timings, energetic & quick learner

ACADEMICS/PROFESSIONAL QUALIFICATION

- **Pursuing MBA (Marketing & Finance)** from Dayalbagh Educational Institute, Agra

- **PG diploma in Computer Science & Applications** – 2020; Dayalbagh Educational Institute, Agra

- **Bachelor of Science (CS)** – 2019; Dayalbagh Educational Institute, Agra

- **Sr. Secondary** – 2014, SVM college, Firozabad, Uttar Pradesh

- **Secondary** – 2012, SVM college, Firozabad, Uttar Pradesh

INTERNSHIP / CAREER SCAN

1. **Absolut Info System Pvt. Ltd (May 2021 – Till Date)**

   Role: Customer Success Executive
   Location: Noida, Uttar-Pradesh

Major Responsibilities:
- Understand customer needs & articulate product benefits
- Respond to in-bound queries; provide on call support
- Relationship building & License renewals
- Capture feedback from customers and address any issues/concerns with the help of product manager & development team
- Provide administrative support to other team members

2. **IENERGIZER (DEC 2017 – JUNE 2018)**

   Role: Support Executive - after service support (part-time job)
   Location: Noida, Uttar-Pradesh

Major Responsibilities:
- Outbound call to customers
- Enquire with customers if the product is properly working
- Maintain log for any issues after service
- Escalate to concerned service center for any issues faced by the customer

TRAININGS/CERTIFICATIONS

- Workshop on Communication & Presentation Skills
- Workshop on Event Management
- Workshop on Marketing Management
- Self-learning on CSS; Java Script; MySQL; Tomcat

PERSONAL DETAILS

- Date of Birth: 23/03/1998
- Current Address: House No 382/12, Dayalbagh Road, Nagla Padi, New Agra, Uttar Pradesh (PIN - 282005)
- Languages Known: English and Hindi