

Ashank Gaur

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OBJECTIVE: Seeking challenging assignments to obtain a responsible and rewarding position in a progressive organization where my work experience would have a valuable contribution through a combination of skills, hard work, dedication and integrity.

PROFILE

- Adroit & qualified Graduate coupled with 7 plus years of **synergized experience** in the entire domain of Business Delivery, Client Servicing Industry & Telesales operations.
- Hands on experience of Information System, in Operations, Process Re-engineering, Data Can confidently **develop and implement administrative policies** and strategies for optimizing resource utilization, enhancing operational efficiency, increasing productivity and cost savings.
- Good people skills **ability to communicate effectively** and build long lasting/mutually beneficial relationships.
- Self-motivated, **hardworking and goal-oriented, with a high degree of flexibility**, resourcefulness and commitment.
- A **team player**, ability to work comfortably with people from **diverse backgrounds** and experiences.

PROFESSIONAL EXPERIENCE

Mitzvah Engg. Inc.

Dec. 2019 to March 2020

BDM – (Online Sales)

Key Responsibilities:

- Online Sales
- Client retention
- Up Selling
- Customer Relation & online payment collection or generate meeting
- Team Handling (5-6 person)
- Data Management
- Sales Strategy management

Delhi Mediart Pvt Ltd

July 2019 to Dec. 2019

Sr.Executive –Telesales (Pharmacy Operations)

Key Responsibilities:

- Client retention
- Sales
- Up Selling
- Customer Support & online payment collection or generate meeting.
- Working & Maintaining records on **EASYSOL Module**.

1 Mg Technology Pvt Ltd

Jun 2017 to July 2019

Sr.Executive – (Pharmacy Operations)

Key Responsibilities:

- Client retention
- Sales
- Up Selling
- Customer Support
- Working & Maintaining records on **SALESFORCE Module**.

Manish International.

Nov 2016 to May 2017

Operations Head – (Online Promotion & sales)

Key Responsibilities:

- Online Sales order tracking & conversion.
- Generating business opportunities through various online channels.

Indiamart Intermesh Ltd (NOIDA)

Aug 2013 to Nov 2017

Sr.Executive – (Business Delivery)

Key Responsibilities:

- Financial counselling, managing customer service operations for rendering quality services; providing first line customer support by answering queries & resolving their issues
- Database Management. i.e., Compiling / Analysing & Maintaining the Database for records.
- Re-engineering of Processes & proposed the solutions for the faster & error free documentation All Documentation work regarding customer.
- Maintaining Records in ERP module
- Analysing, processing and reporting data
- Administration of end-to-end emergency services
- Maintenance of Websites (Catalogs)
- Ensuring Client Service Renewal of pre-existing clients
- B To B Process & Marketing.

B. CUBE IT

Sep 2012 to Jul 2013

Associate Business Development

Key Responsibilities:

- Taking care of call center for proper flow of calls.
- Direct selling of job seeking services under Times Job's process.
- Achieved Monthly Sales Targets

PREVIOUS ASSIGNMENTS

Academic Project

Online shopping cart

Language of implementation: PHP

Project Description:

In this project a website is designed for buying products online. Users can register with user name and password. They can buy things online and add it to their shopping cart. Microsoft SQL Server is used as back-end tool.

COMPUTER SKILLS

Works on:

- **EASYSOL** Software in DelhiMediart Pvt Ltd.
- **SALESFORCE** Software in IMG Technologies Pvt Ltd. **WEB ERP** Software in IndiaMart Intermesh Ltd.

Primary Skills: ERP (Maintaining ERP Module), **EASYSOL** Software, **SALESFORCE** Software, MIS (Management Information System), **SPLUNK**.

Secondary Skills

Databases	:	MS Access
Operating Systems	:	Windows 9X/XP/7
Applications	:	MS Office (Excel, PowerPoint, Word, and access)
Programming Language	:	Java, PHP, HTML, C, C++.

ACHIEVEMENTS & EXTRACURRICULAR ACTIVITIES

- Received appreciation from both, the leadership team and clients, for business operation and client value creation.
- Received accolades at school and colleges level for co-curricular activities.

INTERNSHIP AND PROJECT TRAINING

- 3 Months training in Web Designing and developing in 'Autocratic Technosoft Pvt Ltd'. Aligarh, U.P.
- Splunk Certification. (Pursuing)
- Successful completion of course In C and C++ Language

EDUCATION & PROFESSIONAL DEVELOPMENT

- **PG Diploma in Cyber Security (Pursuing)** - Amity Future Academy (Amity University) (2020-2021)
- **Bachelor of Computer Applications (BCA)** - GCMT (Agra Univ.) (2009-12)
- **Senior Secondary (10+2)** - Gagan Public School, Aligarh - U.P (2008-2009)
- **Secondary (10th)** - Gagan Public School, Aligarh - U.P (2006-2007)

PERSONAL MINUTIAE

Date of Birth : 12 Oct 1990.
Linguistic Abilities : English & Hindi
Marital Status : Unmarried

DECLARATION

I hereby state that the above furnished information is true to my knowledge.

Date:

Place: Noida

(Ashank Gaur)

Note: References will be provided on request.

