**ARYAN DWIVEDI**

**Address: 29-P, Kunj Vihar Yashoda Nagar, Kanpur-208011**

**Contact Number: 09990641043**

**Email id: Aryandwivedi1995@gmail.com**

**Objective**

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| **Experienced manager with a demonstrated history of working in environmental services. Now I have work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.** |

**Education**

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| --- | --- |
| **MBA- 2018**  **(*Mewar University*** ) | |
| **B.Com.- 2016**  **(Jagran college of arts, Science and commerce)** |  |
|  | |
| **Bhartiya Vidya Bhawan- 2015**  **(*Diploma in Electronic Media)*** |  |
|  | |
| **Secondary Education Certificate- 2013**  **( *Dr. Virendra Swarup)***  **Higher Secondary Certificate- 2011** |  |
| ***(Dr. Virendra Swarup )*** | |

Skill Profile

|  |  |  |  |
| --- | --- | --- | --- |
| * Solid communication * Interpersonal skills * Email Marketing * Store Opening & Closing * Stock replenishment * Maintaining client relations * Managing Accounts * Facebook Analytics * Google AdWords * SEO | * Mobile Application Design * Building customer relationships * Team player * Quick Learner * Confident & tactful * CRM Design * Reliable and Responsible * Leadership skills * Managing data integrity * SMO * SMM | * MS Projects * MS World * MS Excel * PowerPoint * TimeTarget * Data analysis * Public Relation * WordPress web designing * Management |  |

Experience

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|  |

**Suez India Pvt. Ltd (Lucknow) – (Nov 2019- till date)**

**Sr. Team Leader**

* 20th Nov 2019 get opportunity to create a team for customer Service department.
* Hiring employees for the Customer Service team.
* Within a month full setup of customer service team with all needed software.
* Role and Responsibility
* Maintain Daily Basis MIS, Project PPT Weekly wise
* Meeting with Client, MP’s, MLA’s, Councilor’s and Local RWA’s
* Taking care of Monthly PPT for billing
* Audit Responsibility for MNWS & Lucknow Project
* Revenue Generate Strategy.
* CRM design.
* Mobile Application Design.
* Achievements
* Got Promotion from Team Leader to Sr. Team Leader

**Suez India Pvt. Ltd (MNWS, New Delhi)- (May 2016- Nov 2019)**

**Team Leader**

* Journey start as a Customer Care Representative in 2016 at Malviya Nagar Water Services.
* March 2017 Appoint as a Deputy Center in charge with 06 team members.
* August 2017 Get promotion As a Team Leader (Executive) with 12 team members and

06 from Customer Contact Center and 06 from Call Center.

* **Role and Responsibility**
* Maintain Daily Basis MIS, Project PPT Weekly wise
* Meeting with Client, MP’s, MLA’s, Councilor’s and Local RWA’s
* Revenue Generate Strategy.
* CRM design.
* Mobile Application Design.
* Payment Reconciliation.
* **Achievements**
* Apperception Letters from Client, MP’s, MLA’s,
* 10 Time Employee for the month
* Got promotion as a Team Leader From CSR

**Sadhna Prime News (Noida)**

**Asst. Producer and Anchor**

* *First Job after completed my Electronic Media Course.*
* *Preparing the show for Entertainment and Sports.*
* *Expertise in prepare the story.*
* *Anchor and Reporter (In also section)*
* **Role and Responsibility**
* *Daily Show for entertainment and sports.*
* *Connect with the expert and celebrities.*
* *Taking interviews of celebrities*
* ***Achievements***
* *Interviews of Celebrities*
* *Best sports personality by Celebrity Lara Dutta.*
* *Best Employee of the year.*

**India News (Noida)**

**Internship**

**Trainee**

Electronic Media

Achievements/Tasks

•Offered PPO

•Opportunities to learn and explore more.

Certificate and Key skills

**Customer Service**

* Professional customer service oriented attitude
* Gathering requirements and needs of customers.
* Noting customer requirements and reporting to the management.

**Interest**

* Traveling new places specially Mountains
* I love to watch any comedy Movies.
* In my school and college days I am Sports Caption so whenever I get the time, I will love to play specially cricket
* I love to Drive the car whenever I go for outing.
* I love to Ride Bike in mountains
* I love to collect the thing like old currency, gifts and all

**Computer Skills**

* Good understanding of Microsoft Office (Word, Excel, PowerPoint)
* Report generation using Microsoft Excel.

Languages Known

* English
* Hindi

Availability

* **Flexible with availability; Available to work on weekdays as well as Weekends**