SHRAWAN SINGH 

****O About Me  1 Year's experience e +917568612368

August 01, 1999

  Jaipur, Rajasthan shrawanrjprht2016@outlook.com

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# Business development associate

Highly driven and energetic sales/customer service employee seeking a new position.

As a sales/customer service representative positive, determined and a good team player.

Underpresure and tenaciously do whatever it takes to get the job done right.

As a customer service employee and a server. I am highly skilled and experienced at anticipating and accommodating the customer needs.

## Education

Bachelor in arts

Mewar university Graduated, July 2019

Mewar University Board Marks 6.53CGPA

Rajasthan, Division 1

10+2 Graduated, June 2016

Mayur nobles academy Marks 73%

RBSE Board Division 1

Barmer,Rajasthan

10th

Adarsh vidhya mandir Graduated, June 2014

RBSE Board Marks 74% Ramsar,barmer,rajasthan

Division 1

## O Career Highlights

North America customer service representative

Amazon development centre India private limited

•non-voice process

•Chat support

•nov 2020-feb 2021

United kingdom customer service representative

Amazon development centre India private limited

* non-voice process

•Chat support

* march 2021

O Skills

|  |  |  |
| --- | --- | --- |
|  Microsoft word  | Time Management |   PowerPoint |
|  Microsoft office  | Sales |   Teamwork |
|  Microsoft Outlook  | Customer assistance |   Leadership |
| Microsoft Excel | Negotiation | Typing 46wpm |

## O **Work Experience**

**Virtual customer support associate Amazon development centre India Pvt Ltd**

Jaipur, Rajasthan

* Sep 2020-march 2021
* Non voice process
* virtual customer representative
* chat support associate

Amazon is a multinational technology giant that focuses on various services like e-commerce, cloud computing, digital streaming and artificial intelligence. It is one of the Big Five companies in the US IT industry, along with Google, Microsoft, Facebook and Apple. I was a customer service representative in amazon. I supported customers via chats, voice and mail as well. I have been worked in voice process at the time of 2diwali sale .i got trained for north 2America chat support.

**Virtual customer support associate Amazon development centre India Pvt Ltd**

Jaipur, Rajasthan

* May 2021-aug 2021
* voice process
* customer service representative
* call support associate

I supported via voice calls at the time of prime day sale.it was a contractual role.

**Business development associate**

**Think & learn private limited**

Jaipur, Rajasthan

* Oct 2021-Dec 2021(Training tenure )
* Direct sales
* Academic counselling

Think & Learn Pvt Ltd is a pioneer in the global Ed-tech segment and the parent company of BYJU's the Learning app, the largest K 12 learning app in the world with over 10 million students learning with us.it was an individual contributor role in an employee-oriented, high performance environment that emphasizes on spreading the BYJU's unique way of learning in city. My role start with contacting potential customers (parents and students) to set up meetings, counsel the students on learning pedagogies and the BYJUS personalised learning journey.

**Human resources executive(intern)**

**Swago web private limited**

Jaipur, Rajasthan(remote)

• Sep-2021-Dec 2021

• Human resources

• Searching talent

• job posting

Swago web private limited provides technology solutions . Swago gives you an end-to-end opportunity to build a product or reshape your services.Swago International trade Team helps customers export their product or service to a new untapped market. My Role start with creating referral programs, updating HR policies and overseeing our Hiring processes. To be successful in this role, I keep my self update and check properly Our job applications ,jobs posted on linkedin,naukari.com,indeed.if we find excellent Talent over there i schedule their interview and help them to get on-board.

## **🖥 Computer Proficiency**

* Word 2010
* Excel 2010
* Power Point 2010

## Languages

* Hindi
* English

##  Personal Interests

* Novels • web exploring

Music

* Learning new languages  Public speaking Research strategy
* Sports Volunteer work
* Traveling

## Personal Details

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| --- | --- | --- |
| Father's Name: | Mr. Kushal Singh | Marital Status: Single |
| Birthday: | August 01, 1999 | Nationality: Indian |

Gender: Male

## Declaration

l, Shrawan Singh, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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|  |  |  |  |
| Shr | n Singh |  |

Jaipur, Rajasthan

November 18, 2021