Nitish Kumar  
Email ID: [swaminitish007@gmail.com](mailto:swaminitish007@gmail.com)  
Mobile No. : 9711873112

**Career Objective**: - To succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self development and help me achieve personal as well as organization goals.

**Summary of career profile.**

* Having 3 years and 5 months of experience as a German and English language expert.
* Providing customer support and resolved their complaints.

**Work Experience:**

**FADA Trading Pvt. Ltd.** (10th April 2017 to 13th December 2017)

**Role and Responsibilities**

Creating Products descriptions and other relevant subject matter in German and English on e-Commerce marketplaces **Amazon** and **eBay**

* The art of crafting a powerful headline.
* Listing management on eBay, Amazon and Listing error resolution.
* Listing optimization and use SEO tools on Amazon that enhance rankings.
* Extensive Knowledge of Google Key Words research tools.
* Working on appropriate marketplace product /categories promotions.
* Handling Amazon complaints, seller suspensions and violations in order to maintain Account health.
* Translate the emails and documents in German and English language marketplaces like Amazon, Ebay.

**IBM Daksh /Concentrix Daksh Services India Pvt. Ltd. (**12th August 2012 to 7th May 2015)

**Role and Responsibilities**

* I worked in Client Service Department of IBM Daksh /Concentrix Daksh Services India Pvt. Ltd.
* Nature of my work was to solve Customer related issues by providing them quality answers through emailing in German and English language.
* Providing quality answers by analysis the customers’ issues.
* Coordinating with Logistic Team to track customers’ orders via calls in German and English language.
* Translate the emails and auto texts in German language and English language.
* Handling customers’ complaints and resolving their query in the minimum time.
* Providing quality services to the customers and make sure that their all issues are resolved.

**Academic Qualification:**

B.A. (H) German from University of Delhi.

**Technical / (IT) Computer Skills**

* MS Office – 2007 &2010.
* Basics of Internet & Computers

**Languages Known:**  
German: (Speak, Read, Write)  
English: (Speak, Read, Write)  
Hindi: (Speak, Read, Write)

**Personal Details:**Father's Name: Mr.Ramesh Kumar   
Present Address: 68, Budhpur P.O. Alipur Delhi- 110036  
Date of Birth: 11th March 1991  
Marital status: Single  
Gender: Male

**Declaration:**

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Nitish Kumar