



Inder Gogia
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About

To enhance my working capacities, professional skills and business efficiencies in order to serve my organization in best possible way with sheer determination and commitment. My capability to accept challenges and in executing assignments successfully makes me excel in all the endeavours I undertake.

Career Contour

- Operational work experience in cross domain with Shipping, Publishing, E-Commerce, Service Sector & Travel. Having diploma course from Aptech Institute for Website Design & Advance concept of Information Technology.
 - Motivated achiever with demonstrable ability to recommend enhancement to business processes.
 - Good interpersonal written and verbal communicator who can deliver effective presentation.
 - Complete knowledge of Database Management, secondary research or database building for lead generation.
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Skills

Account Management, Feedback Management, Operations, Team Handling, Email communication, CRM, Client Relationship, Client handling, Database Management, Social Media, Digital Marketing, Product Support, Ecommerce Platform, Email Support, Brand Promotion, Follow-Ups

Area of Expertise

<ul style="list-style-type: none">• <u>Process Redesign</u>• <u>Continuous Improvement of Operational Processes/Standard</u>• <u>Multitasking – Multi-site Operations</u><ul style="list-style-type: none">• Leadership	<ul style="list-style-type: none">• <u>Problem Solving</u>• <u>Customer Relationship Management</u><ul style="list-style-type: none">• <u>Customer Satisfaction</u>• <u>Team Building</u>
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Software Tool

Microsoft Excel	Microsoft Powerpoint
Microsoft Word	Outlook

Certification

2000-2001 – Successfully completed CPISM course with 79.1% from Aptech. (Covered Module)

- Website Design and publishing with Front Page 2000
 - Database design with MS-Access 2000
 - Networking with Windows 2000
 - Advance Concept of Information Technology
 - Logic Building with Java Script
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Experience

TravelTriangle Private Limited
May 2016 – Present

Assistant Manager – Product Content Operations

TravelTriangle is a platform connecting worldwide travellers with multiple local & expert travel agents. Travellers can request or choose, personalize and book the best travel package created as per their taste and need.

Job Profile

- Work closely with Product managers, development, engineering, digital marketing team and assist in incorporating the analytics features in the products.
- Keyword searching, brand promotion, solve online queries, keyword analysis by using some free online tools (keyword shitter and other available tools)
- YouTube video promotion, promoting video online by using directory submission or finding keywords.
- Resolving raised/assigned tickets by clients.
- Manual testing for mobile app (android / mobile site & desktop site).
- Create change management procedures.
- Making recommendations for process improvements.
- Managing a team of data entry, mentor them and enhance their skill.
- Mentoring, training, developing and serving as knowledge resource for less experienced team mates.
- Project management of back end activity.
- Monitor project effectiveness; effect changes required for improvement.
- Review data and ensure its quality and integrity.
- Managing timely updation of various databases and providing actionable ideas.
- Acts as a first point of call for team mates with process related questions.
- Working on all key administrative tasks across the various projects.
- Monitoring the CMS database and fixing issues that arise.
- Provide support to the cross functional team to day to day activity.
- Provide accurate, valid and complete information by using the right methods/tools.
- Allocating task and set target to team.
- Accurately uploading items for our customer digital closet.
- Supporting the manager with the enforcement of the company policies and the standard operating procedures.
- Ensured quality standards and deadlines are met.
- Ensure TAT is adhered to at all costs.
- Flexible in learning different processes and cross-skilled.
- Processes source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the Product Manager for resolution.

Datanet India Private Limited – indiastat.com

Assistant Customer Relationship

Executive

October 2014 – December 2015

Indiastat.com provides secondary level socio-economic statistical information about India.

Indiastat.com is cluster of 720 associated websites. Datanet India also publishes a reference year book titled “Indiastat Top 10 of India Yearbook”

Job Profile

- **Key Person of Contact for subscription/renewal & other ongoing projects, which are assigned by management & account planning.**
- **Communicating new product developments to prospective and existing clients**
- **Develop and maintain trusted relationships with key accounts, customer stakeholders and clients.**
- **Performing regular quality checks on various processes.**
- **Taking ownership of resolving any issue with orders from the operational prospective.**
- **Preparing reports for management on a monthly basis.**
- **Keyword planning & analysis and keyword searching for the site and videos.**
- **Resolve customer issues and ensure a seamless customer experience.**
- **Monitoring all incoming emails including forwarding the same to the concerned person.**
- **Email management for publication & indiastat.com**
- **Follow up with IIT, AICTE institution for the existing or new renewals. (indiastat.com)**
- **Maintain existing customer / customer retention.**
- **Order processing & Database Management**
- **Handling customer surveys and feedback management.**
- **Provide high level of customer service to the internal customers.**
- **Develop long-term strategic relationships with key accounts.**
- **Coordinator between operations and the end customer.**
- **Ensure the timely and successful delivery of our solution according to client needs and objectives.**
- **Present progress of monthly/quarterly initiatives to internal stakeholders.**
- **Collaborate with the sales team to identify growth opportunities.**

Satyasai Information Technology Pvt Ltd – SSIT

Relationship Executive.

September 2013 – October 2014

Rental service for computer & laptop to the corporate and provide payroll

services. Job Profile

- **Interact with customers to explain the products and solutions.**
- **Managing communications and keeping a strong follow up between key clients and internal teams**
- **Sales coordination with sales team for the daily order and update it in the system.**
- **Solve customer queries related to the provided services.**
- **Handle internal cross function (Product/Operation) to ensure client satisfaction.**
- **Work with internal stakeholders including Marketing for customer experience.**
- **Provide support to the customer via phone & email.**
- **Follow up with the new order.**
- **Coordinate with sales team for the end to end order.**
- **Maintaining end to end customer relationship.**
- **Research and update details for new contacts & share this information with Sales Managers for new leads.**
- **Maintaining MIS and analysing existing database to enhance market penetration**
- **Improve systems and procedures and initiate corrective actions.**

C.S.A.V Shipping Private Limited now Happag Lloyd

Senior Executive (CDA Process)

December 2004 – May 2013

Global shipping company leader in South America with more than 140 years of experience in maritime carriage, having been founded in 1872.

Job Profile

- Perform customer service function, maintaining regional vital customer database.
- Assist Team Leader for work allocation.
- Working with the different shippers to resolve shipping issues.
- Communicate and collaborate with external and internal customers to analyze information needs and functional requirements.
- Scope research and provide support to the issue.
- Provide training to the new joiners about the process.
- Close monitor to the agency performance.
- Log's on customer request and call them out when the good have arrived.
- Tracking of individual teammates performance and submitted to team leader.
- Create Database after Verification.
- Create report of the team performance and assist to team leader.
- Provide support to agencies specially (Asian, Middle East & Germany).
- Coordinating with the sales team to manage the sales registries.
- Coordinating within two processes with the daily deliverables.
- Setting/Evaluating Benchmarks for the processes and re-evaluating the same for every Quarter.
- Manage resource – utilization to meet daily/weekly/monthly/annual production targets.
- Acted as 2nd level support to process related concern.

Personal Particulars

Father Name:	Late. Shri. Laj Pat Rai Gogia
Date of Birth:	28 th July 1978
Qualification:	B. A. – Dropout
Hobbies:	Music, Traveling
Language:	English, Hindi
Married:	Yes
Children:	One Daughter
Wife Occupation:	Housewife