

Name: Kalpesh A. Bhat

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Summary

Enthusiastic and ambitious customer service specialist with widespread transferable skills in management, sales, and operations. Analytical, results-driven recent graduate eager to utilize skills and knowledge gained through education and experience to assist organizations in developing and executing marketing strategies to drive business growth. Exceptional communication skills and strong ability to lead teams through demanding situations. Advanced technical knowledge including SEO, CRM, and Google Analytics and AdWords.

Professional Skills

- Digital Marketing
- Social Media Marketing
- Email Marketing
- Customer Service
- Customer Support
- WordPress Development
- Website Hosting

Work Experience:

Eminds Infotech Pvt Ltd

Sept12-Oct14

Sales & Technical Support Executive
Nashik, Maharashtra, India

Roles & Responsibilities

- Assisting a world's one of the top 10 data centres with technical and sales live chat support
- A fast paced 24x7x365 working environment
- Assisting clients on live chat and phone with their technical and sales queries

- Server management, migrations, configurations
- Website hosting management, Cpanel/WHM
- Performer pre-sales chats and phones
- Managing fully managed Cpanel servers (Shared, VPS, Dedicated)
- Server security
- Resolving level 1 issues and escalating them properly to their senior admins
- Working closely with seniors
- Fixing website DNS issues Administrating through WHM
- Forum Postings, Advertising on social media sites like facebook, linkedin, etc
- Directory submission

Vision Helpdesk

Jan15- Sept15

Customer Service Specialist
Nashik, Maharashtra, India

Roles & Responsibilities

- Assisting clients on live chat and phone with their technical and sales queries
- Server management, migrations, configurations
- Website hosting management, Cpanel/WHM
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- Server security
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- Forum Postings, Advertising on social media sites like facebook, linkedin, etc
- Directory submission
- Google Ad Campaigns

HDFC Credila Financial Services Ltd

Jan16- Aug17

Lead Generation & Social Media Expert
Nashik, Maharashtra, India

Roles & Responsibilities

- Assisting clients on live chat and phone with their sales queries.
- Social Media Marketing, Brand Awareness, Writing fruitful contents

- E-mail marketing using aweber & mailchimp platform
- Forum postings, Directory submission
- Arranging ad-campaigns
- Article writing
- Using paid as well as free marketing strategies to build good brand awareness
- Telephone support as per the requirements of clients
- Explaining product details and answering the customer queries.

Trraks Education Platform

Sept17-March18

Business Development Manager
Nashik, Maharashtra, India

Roles & Responsibilities

- Maintaining fruitful relationships with existing customers
- Researching organisations and individuals online (especially on social media) to identify new leads and potential new markets
- Contacting potential clients via email or phone to establish rapport and set up meetings
- Negotiating and renegotiating by phone, email, and in person
- Training personnel and helping team members develop their skills
- Developing sales goals for the team and ensuring they are met
- Writing fruitful optimized contents for website
- Implementation and execution of social media marketing strategy

Momentous Software & Solutions

Nov18-Current

Marketing & Customer Relation Manager
Nashik, Maharashtra, India

Roles & Responsibilities

- Maintaining fruitful relationships with existing customers and new customers
- Researching organisations and individuals online (especially on social media) to identify new leads and potential new markets
- Co-ordinating with digital marketing & web development team
- Guiding them throughout the mail marketing campaign
- Contacting prospective clients from USA, Canada, Australia
- Creating landing pages to promote services outside of india
- Implementation and execution of social media marketing strategy

- Training personnel and helping team members develop their skills
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Education

- **Karnataka University**
Bachelors in Computer Application
Nashik, Maharashtra
Graduated June 2016
 - **Technokraft Trainings & Education**
Post-Graduation in Digital Marketing
Nashik, Maharashtra
Post-Graduated June 2017
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Hobbies:

B Boying, free running, stunts, flips

References:

References available upon request.

