**RESUME**

**ANUPAM TIWARI**

**Ahmedabad, Gujrat**

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**CAREER OBJECTIVE**

Intend to build career with leading corporate with committed and dedicated people which will help me to explore myself future and realise my potential.

**PERSONAL DETAILS:**

**FATHER’S NAME** – G.P Tiwari

**DOB:** 09-08-1986

**SEX:** Male

**LANGUAGE KNOWN:** Hindi and English

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **EXAMINATION** | **SUBJECT** | **YEAR** | **PERCENTAGE** | **BOARD\UNIVERSITY** |
| SSC | ALL | 2002 | 66.2 | CBSE |
| HSC | PCB | 2004 | 58.2 | CBSE |
| BSC | CBZ | 2007 | 64.3 | PUNJAB UNIVERSITY |

**Certification:**

1. Domestic Data Entry Operator by NSDC.

2. Advanced Search Engine Optimization Certification by Simplilearn.

**PROFESSIONAL EXPERIENCE:**

* Working as a Marketing Executive with Mike Sierra Healthcare Pvt Ltd Ahmdabad from February 2021.

**Role and responsibilities:**

Manage multiple eBay accounts, stores promotions, listings optimization, SEO, competitor analysis and customer queries and complaints.

* Worked with Amazon As customer support associate from July 2018 to March 2019.
* Worked as Sr. Customer support Engineer in Panamax Infotech Ltd, Ahmedabad (Gujrat) From March 2017 to March 2018.

**Role and responsibilities:**

My work profile was to provide L1 support to US customers over phone, email, and chat. It includes handling of the queries related to the product, monitoring of transactions, fraud monitoring, troubleshooting, and fixing the minor issues, and escalation of major issues to L2 or various other related departments by raising tickets.

* Worked in Motif India InfoTech Pvt. Ltd, Ahmedabad (Gujrat) as a Sr. Customer support representative for an international e-commerce website from March 2015 to March 2017.

**Role and responsibilities:**

The work profile was to review the listings of Ebay.com and Ebay.co.uk sites. It includes review, edit, removal of listings, and to educate the sellers about how to relist the items.

* Worked with Guru Ghasidas Vishwavidyalaya as a Field Assistant in a project entitled "Assessment of the effect of air pollution in forests of northern Chhattisgarh." From 17 Jan 2013 to June 2013.

**Role and responsibilities:**

The duty was to provide assistance to the research associate of the project. It involved, visiting the field, and collecting samples and to maintain the records of data.

**Notice Period**: NA

**DECLARATION:**

I hereby declare that all the above information given by me is true in my best of knowledge and belief.

Place:

Signature