

# SHIVAM GOYAL

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Gulbai Tekra

Ahmedabad

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## PROFILE

I have experience working as part of a team and individually. I focused much of my time and energy on driving improvements across the contact centre. As a natural problem-solver and strategic thinker, I am constantly seeking new opportunities to learn and grow both personally and professionally.

## CERTIFICATIONS

### As a part of the community - Prabhat Foundation-May 2021-June 2021

I volunteered to take the lead in a children's health and wellbeing project, above and beyond my core duties.

### Student-International Institute of Import and Export Management-February 2022-April 2022

Having a certificate in the export-import. I have delivered a consistent approach throughout a challenging period of development. Doing this with my studies got me an overview of things that took place in the export-import business.

### Manager- Startup Venture-April 2022-June 2022

I gained first-hand experience with customer challenges by running a face-to-face workshop series. Work with them gives me a lot of knowledge how to communicate with the customer and follow the hierarchy order to communicate the feedback.

## EDUCATION

### A's Steward Morris - Bhilwara - 2016-2018

School Level - CBSE Board - 70%

### Green valley Public School - Bhilwara - 2018-2020

High School - CBSE Board - 73%

### Ahmedabad University - Ahmedabad - 2020-2025 (Current)

Entrepreneurship as a major. The knowledge and skills needed to start and run a successful business venture. Knowing business opportunities, creating business plans, marketing and sales strategies, financial management, and leadership skills.

## SKILLS

Communication skills

Leadership and management skills

Teamwork and collaboration

Creativity and innovation