**ABHISHEK SRIVASTAVA**

**8299448203 |** [abhishek22.549@gmail.com](file:///C:\Users\hp\Desktop\abhishek22.549@gmail.com)

# Objective

To work in an organization where I can improve my skills .To give my best to every task I undertake and learn continuously for my growth and implement my technical and analytical skills in a constructive manner in a challenging and resourceful environment and to optimize the use of the resources provided.

# Employment Experience

* Red Chief Sports( RSPL) (since may 2018 working)
* Designation-ASM
* Roles and Responsibilities
* Answered 200+ customers questions regarding products, prices and availability.
* Interacting with national and international clients and providing information about Products and Services available in the Company.
* Address all the queries of the end user as per the process defined in the workflow.
* Identify issue trends and report it to the NSM.
* Provide Resolution in case of Customer Escalation
* Analyse, Improve and Deliver Solutions to the client with accuracy, dedication and consistency.
* Dealings with distributors.
* Create and maintain sale and purchase Data accordingly.
* Coordinate with the different department for stock requirement.
* Coordinate with Distributors and Top Management.
* Solve the queries of the distributors and retailers if the L1 team is not able to justify.
* Birdeye view on L1 team.

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| **Key Skills** | **Key Competencies** |
| * Diligent * Management Skills * Team facilitator * Administrative Skills * Compassionate * Comprehensive problem solving ability | • **Operating System–**Windows  • **Software –** MSOffice, Freshdesk |

* Represent company in Exhibition at WEST INDIA.
* As a Area Sales Manager, Guided many New Agents According to the Policy of the Company.

# Educational Qualification

* Post Graduation Diploma in Management (Business) from Dr. Virendra Swarup Memorial trust group of instituition in Unnao 2018.(Affiliated to AICTE)
* Passed Bachelor of commerce 2014.

# Achievements & Skill

* Certificate of participation & winning in Race, Painting, debate in school and college.
* I have keen interest in sports and participated in college in various sports activities (Cricket, Chess and online games.) and won prizes too.
* I am possessing strong qualities of leadership as I always lead and supervised team under various difficult situations.

# Personal Profile

Father’s name: Mr.Arvind Kumar Srivastava

Date of Birth: 05/10/1993

Languages known: English, Hindi

Address: 32/9 Benajhabar Lal Colony Kanpur, U.P.

# Declaration

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Date:

Place:Kanpur **(ABHISHEK SRIVASTAVA)**