|  |  |
| --- | --- |
| **Sachin Kumar** | **Permanent Address:-**  **136,2nd floor Jain colony Part1**  **Uttam nagar west Delhi -110059**  **Contact No: -9716303093**  **E-mail: -**[**sachinkumar1991.5.12@gmail.com**](mailto:sachinkumar1991.5.12@gmail.com) |

**CAREER OBJECTIVE**

A position in a result-oriented company that seeks an ambitious and career conscious person, where acquired skills and education will be utilized toward continued growth and advancement. Achievement of goals entrusted to me through hard work and discipline.

**PROFESSIONAL WORK EXPERIENCE**

* Working Experience of 4 years in Customer support and Sales.

(Currently positioned as a Sr.Account Manager/Team Leader RE LQ expert in OLX India)

**PROFESSIONAL WORK EXPERIENCE**

**Duration –** From Apr2018-Currently

**Present Company – OLX India Pvt Ltd.**

**Position –Sr. Account Manager**

**Duration** –From OCT2015 to 2018 FEB

**Previous Company**- **POLICY BAZAAR. Position** – **(CRM department)**

Duration – Sep 04, 2013 to Mar 31, 2014

Previous Company – OXY PRO TECHNOLOGIES PVT LTD

Position **–Customer Support , HR**

**CORE RESPONSIBILITIES**

* **To manage the e-commerce team to achieve sales and revenue targets on a daily weekly and monthly basis.**
* **Responding to customer questions and queries in a call and Generate the Lead for the Builders.**
* **Review seller ratings through rating apps, ensuring that all communication with customers is conducted in a manner that will maintain and/or increase ratings.**
* **To ensure that all the details deliver to customer on calls was correct and be clear.**
* **Handling Data in MS Excel as well as in Google Sheets also.**
* **To oversee and check the work of the team regularly to ensure that high quality standards are maintained and assist in the development of the team members skills**
* **Handling Data and Google sheets.**
* **Provide the Good Leads to the clients.**
* **Manage the EOD Reports and send to the Manager .**
* **Maintain the Team Score card or Performance card Monthly wise .**
* **Handling the Team**
* **Approve the Teams Attendance and maintain the Records .**

**EDUCATIONAL AND PROFESSIONAL CREDENTIALS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Passout Year** | **Institute/School** | **University/Board** |
|  |  |  |  |
| **B.COM** | **(2012-2015)** | **Delhi University SOL** | **DU SOL** |
| **Intermediate** | **(2010-2011)** | **Geeta Bal Bharti School , New delhi** | **C.B.S.E** |
|  |  |  |  |

**TECHNICAL QUALIFICATION**

* + **Typing Speed – 35-40 WPM**
  + **Comfortable to work on the Window 7, XP**
  + **Excel and MS office**

**HOBBIES**

* **Dancing**
* **Listening Music**
* **Singing**

**STRENGTHS**

* **Hardworking nature, honest, dedication towards work, time punctuality.**
* **Self Confidence & Self Motivation.**
* **Interacting with the peoples so as to develop the Interpersonal skills.**
* **Positive Attitude which helps me to facing challenging situations.**
* **Determination with Good Communication Skill.**

**PERSONAL DETAILS**

* **Father Name : Mr. Narender Kumar**
* **Mother Name : Mrs. Rajesh Devi**
* **Marital Status : Married**
* **Sex : Male**
* **Date of Birth : December 05,1991**
* **Language : English , Hindi**

**DECLARATION**

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

Date:

Place: New Delhi SACHIN KUMAR