

AKASH GUPTA

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PROFESSIONAL SUMMARY

- **Customer-Centric Mindset:** Passionate about enhancing customer satisfaction and retention through excellent service and communication.
- **Problem-Solving Skills:** Skilled in identifying customer needs and providing tailored solutions to improve user experience.
- **Effective Communication:** Strong verbal and written communication skills for clear and empathetic customer interactions.
- **Technical Proficiency:** Basic understanding of CRM tools and data analysis to monitor and report on customer metrics.
- **Team Collaboration:** Able to work effectively with cross-functional teams to achieve customer success goals.
- **Proactive Engagement:** Eager to engage with customers proactively, ensuring their needs are met and issues are resolved promptly.

EDUCATION

BBA (Bachelor Of Business Administration) 2024

Mangalmay Institute Of
Management & Technology ,
Greater Noida

STRENGTHS

Adaptability and Eagerness to Learn

- Demonstrates a proactive attitude towards learning new marketing trends and tools. Able to adapt quickly to changing digital marketing landscapes and strategies.
- Time Trends in User Engagement

Effective Communication Skills

- Strong written and verbal communication abilities, crucial for crafting compelling marketing messages and collaborating with team members and stakeholders.

Creative Content Creation

- Skilled in creating engaging content for various digital platforms such as social media, blogs, and email newsletters.

SKILLS

- Customer Service
- Communication Skills
- Time management
- Excel
- Analytical Thinking and Problem Solving
- Attention To Detail & Accuracy