



# Aman Jain

**Role:** Office Admin, Team Handling, Manage Staff Member, Senior Call Support, BD Operations Working On The Online Software Like Online Lal Ji Software.

A team player with excellent development skills, good working knowledge of BD, BPO and CRM components and possess significant interpersonal skills. To work for an organization where I can contribute my skills to the growth of organization. Dedicated to identifying customer needs and delivering effective solutions to all problems.

## Work Experience

**Kolonizer Real Estate Business Solution | Bhopal Madhya Pradesh India**  
Office Admin Jan.2020 - Present

- Team Handling, Manage Staff Member, Senior Call Support, BD Operations working on the Online Software like online "lala Ji" software
- Working on Senior Call support to handle Transfer call for their Executive
- Management Team Working Making Reports etc
- Maintain the records of daily attendance, biometrics, and update their records on CRM software.
- Good knowledge of Software Analysis in real estate software.
- Experience on "Manually Testing" and Github.

**Ask Horizon**  
BD Operations Feb.2018 - Dec.2020

- BD Operations
- Work on the government portal like DAY-NULM and PMKVY
- As a Business development executive to keep an eye on all operations, functions and activities
- To handle or conduct the training on different centre of MP
- Maintain the records of daily attendance, biometrics, and update their records on skill India portal.

**TelePerformance Pvt Ltd**  
Technical Support Executive Jan.2016 - Nov.2017

- As a member of TSE Team at Tele performance, I am responsible for all the queries of the customer on calls
- Handling premium customers
- Ask customers targeted questions to quickly understand the root of the problem
- Make sure to provide the better service with minimum AHT on calls
- Attending training session to grow knowledge of product and to develop customer service skills
- Escalate tickets/cases to T3 Team for further assistance under the guidance of supervisor
- Coordinate with other teams related to the issues.

**First Source Pvt. Ltd**  
Customer CareAssociate Dec.2013 - Oct.2015

- Handling Air-tel customer on calls and resolve their issue
- Contacting customers
- Give them accurate feedback of the requested inquiries
- Maintaining confidentiality of information
- Performing other duties as needed.

**Aegis Pvt. Ltd**  
Customer Executive Jan.2012 - Oct.2013

- Handling Vodafone customer on calls and resolve their issue
- Pitch the new services and offers to the customer
- Processing and logging incoming calls into CRM system
- Preparing daily on callreports
- Updating customer information as required.

**Maan sarover group of institution**  
Education counselor Feb.2011 - Oct.2012

- Calling and counseling prospective students and guiding them about the course and career scope
- Counsel students regarding educational issues such as course and program selection, class scheduling, school adjustment, study habits, and careerplanning
- Counsel individualsto help them understand and overcome personal,social,or behavior problems affecting their educational or vocational situations
- Meet withparents and guardians to discuss their children's progress, andto determine their priorities for their children and their resource needs
- Maintain accurate and complete student records as required by institute
- Trainings

**MyCar**  
Front Desk Executive Nov.2009 - Jan.2011

- Responsible for handling front office reception and interact with customer
- Manage the accounts of the office
- Answer all incoming calls and redirect them or keep messages
- Attend internal training programs organized by Tele performance and First source
- Attended workshop on Cyber-crime in Gyan Ganga institute during Erudition 2013
- Attended Microsoft "Unleash Window's 8" event in Gyan ganga institute.

## Education

**Jawaharlal Nehru P.G College | Bhopal Madhya Pradesh India**  
, Master in Computer Management Apr.2009 - May.2011

**Unique College of Excellence | Bhopal Madhya Pradesh India**  
, Bachelor of commerce Apr.2006 - Apr.2009

**Falcon Chris H.S School, M.P Board | Bhopal Madhya Pradesh India**  
, HSC (12th) May.2005 - Apr.2006

## Skills

- Good knowledge of CRM Tool and BPO Support
- Business Development
- Account Management Tool (AMT)
- Communication Skills
- Flexibility
- Problem Solving Skills
- Responsibility

## Languages

- English
- Hindi

## CONTACT

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