**CURRICULUM VITAE**

**PANKAJ KUMAR SINGH**

**Skype: pks5544**

**Mobile: +91-8904063606**

# **E-mail:** [**erpankajsingh89@gmail.com**](mailto:erpankajsingh89@gmail.com)

**Career Objective:-**

To work in a competitive and energetic environment on challenging projects that would provide an

opportunity to acquire new skills.

**Portuguese/ Brazilian/Spanish with B.tech.,**

### **Experience** : (5+ Years)

**Team Lead (Portuguese/ Brazilian/Spanish) : April 2018-Present**

**Regalix India Pvt. Ltd. ( A vendor of Google Inc.) :**

**Worked in G-tech team of Google: Google Tag team**

**Responsibilities:**

* Direct voice & non voice communication with Spanish & Brazilian and Portuguese with Heads of Various SMB Sales Teams of Google to analyse the Volume of leads and discuss team issues.
* Handling Team’s Escalations
* Preparing team’s report, Attendance, performance, Training etc
* Writing Emails/ Translating technical docs from English/Portuguese/Spanish on team’s demand.
* Team Management for Latin America (Portuguese & Spanish): Team size-13
* Interviews , OJT and Mock Calls of Newbies before going live in process.
* Team’s Performance presentations to Google Managers.
* Auditing calls on weekly and monthly basis to analyse the quality of team.

**Sr. Implementation Consultant (Portuguese/ Brazilian/Spanish) Aug2013- April2018**

**Regalix India Pvt. Ltd. ( A vendor of Google Inc.) :**

**Worked in G-tech team of Google: Google Tag team**

**Responsibilities:**

* Direct voice & non voice communication with Brazilian and Portuguese Clients.
* Implementation of Google Ad tags for the clients websites .
* Optimizing and configuration Google Shopping Campaigns , Dynamic remarketing campaign and Feeds in Google merchant center, Feed optimization.
* Handling Google tag manager,, Google analytics, Remarketing tag, Adwords conversion tracking codes etc.
* Applying ads by handling backend of the websites via screen share through Cisco Webex, Join.me , Chrome remote desktop.
* Explaining and handling the ad campaigns of the clients in Portuguese/ Brazilian/Spanish.
* Writing Emails/ Translating technical docs from English/Portuguese/ Spanish on team’s demand.

### 

### **Projects**

#### IBM MOBILITY April 2013 IT RESEARCH

#### INTEL April 2013 IT RESEARCH

#### As freelancer in Exevo India pvt Ltd. , New Delhi .

### **Skills & Expertise:**

Software testing ,Team Management, HTML, C++, PHP, Javascript, Json, MS Excel (**Vlookups etc**) , Key Account Management, Market Research, Competitive Analysis,Oracle,Google Adwords,Google Analytics, Google Tag Manager, Conversion Optimization, Product Listing Ads/ Shopping Campaigns of Google, **Portuguese & Brazilian Portuguese**.

### **Education**

#### [**Sikkim Manipal University**](http://www.linkedin.com/college/?eduSchool=Sikkim+Manipal+University&goback=%2Enmp_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1&trk=prof-edu-school-name)

##### *Master of Business Administration (M.B.A.), Operation Management*

2012 – 2014

#### [**Punjab Technical University**](http://www.linkedin.com/college/?eduSchool=13596&goback=%2Enmp_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1&trk=prof-edu-school-name) **( CTIEMT, Jalandhar)**

B.tech. (ECE) 2007-2011

#### [**ARMY SCHOOL varanasi cantt**](http://www.linkedin.com/college/?eduSchool=ARMY+SCHOOL+varanasi+cantt&goback=%2Enmp_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1&trk=prof-edu-school-name)

##### *12th,*[*PCM*](http://www.linkedin.com/search?search=&keywords=PCM&sortCriteria=R&keepFacets=true&goback=%2Enmp_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1&trk=prof-edu-field_of_study)

#### [**INSTITUTO CAMOES, EMBASSY OF PORTUGAL, NEW DELHI**](http://www.linkedin.com/college/?eduSchool=INSTITUTO+CAMOES%2C+EMBASSY+OF+PORTUGAL+%2CNEW+DELHI&goback=%2Enmp_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1&trk=prof-edu-school-name)

##### *PORTUGUESE DIPLOMA*

**Langecole:**

Portuguese Diploma (Intermediate + Advance)

**Universidade de Lisboa:**

Certificado Inicial de Português língua para Estrangeiras (CIPLE)

**Language Known.**

|  |  |
| --- | --- |
| **Language** | **Level** |
| English | Proficient |
| Hindi | Native |
| Portuguese (Brazilian + European) | Proficient |
| Spanish | Basic |

## ***Personal Profile:-***

|  |  |
| --- | --- |
| Father’s name Jai Singh | |
| Marital Status | Married |
| Sex | Male |
| Date of Birth | 06-01-1989 |
| ADDRESS: C-4/38, SECTOR-6 ROHINI, NEW DELHI-110085 | |

**References**

* **Provided when required.**

# **Place: Bangalore PANKAJ KUMAR SINGH**