

SAURABH UPADHYAY

Associate Senior Executive

To enhance my educational and professional skills in a stable and dynamic workplace and to contribute my knowledge and skills to the organization and enhance my experience through continuous learning and teamwork.



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07206408218

Delhi, India

EDUCATION

B.Tech(ME)
MM University

05/2015 - 06/2019

6.39CGPA

10+2
S.R.K.S.B.I.C UP BOARD

04/2013 - 04/2014

83.5 CGPA

10th
Shree Ram Janaki UP BOARD 2012 86.3%

04/2011 - 06/2012

86.3%

WORK EXPERIENCE

Title/Position
Info-Edge(99-Acers)

07/2022 - Present

Noida

Achievements/Tasks

- Reviewing the customer's feedback suggesting how to improve on service level.
- Generating the Potential Leads from leads generated from website, handling the email campaign with team.
- Sharing the details to the owner for site visit
- Handling customer cases on emails and chats.
- Serve as the primary point of contact for both important customers and builder/broker, promptly and effective level.
- Scheduling Visiting sessions for the clients.

Contact : Himani Agarwal - +91-9953138395

Client Relationship Management
Magic Bricks

06/2021 - 06/2022

Noida

Achievements/Tasks

- Generating the Potential Leads from leads generated from website, handling the email campaign with team.
- Handling builder cases on emails.
- Generating lead and sharing details to builder for the same.

SKILLS

Analysis

Business intelligence

Dashboard

Dax queries

KPI scorecard

Data oriented

Develop visual reports

Excel

My SQL

Zendesk

Problem Solving and Decision Making

Power BI

ORGANIZATIONS

Info-Edge(99-Acers) (07/2022 - Present)

Associate Senior Executive

Magic Bricks (06/2021 - 06/2022)

1 year experience as a Customer Relationship Officer in Magic Bricks

Vishwas Overseas Ambala (01/2019 - 06/2019)

6 Months industrial Training from Vishwas Overseas Ambala

LANGUAGES

Hindi

Full Professional Proficiency

English

Full Professional Proficiency

Awadhi

Full Professional Proficiency

Bhojpuri

Full Professional Proficiency

INTERESTS

Watching movies

Tracking