***AMIT ARORA***

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*Objective:-*

To work in a multifunctional and challenging environment where my expertise skills can be harnessed to the optimal level for the benefit of the organization and self. To always is a solution provider with an assertive approach.

## *Educational Qualification:-*

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| --- | --- | --- |
| **Course** | **Institute/College** | **University/Board** |
| B.Com | Delhi University | Delhi University |
| HSC | Open School Of Learning (NIOS) | N.I.O.S |
| SSC | Open School Of Learning (NIOS) | N.I.O.S |

## *Work Experience:-*

1. Worked with Yebhi.com(Big Shoes Bazaar India Pvt. Ltd) as a Customer Care Executive from 12th-Sep-2011 till 1st–Jan-2013.

***Roles and Responsibilities:-***

* Handled Inbound Calls and E-mails related to the website products and services.
* Sharing information for current running offers which helps to reduce customer's time for purchasing any products from website.
* Achieved weekly and monthly sales target by promoting options to customer while purchasing anything.
* Informing customers for their current online orders & old orders wherein, he or she want to know their delivery timing, returns, refunds and exchange if required.

1. Worked with Jabong.com (India bulls Pvt Ltd) as a Customer Care Executive from 12 Nov 2013 till 24 May, 2015.

***Roles and Responsibilities:-***

* Handled Inbound Calls and E-mails related to the website products and services.
* Helping entire team quarries and escalations whenever they require any assistance for their work.
* Took supervisor calls along with revert on escalation e-mails whenever customer’s want to solved their quarries on prior basis.
* Achieved weekly and monthly sales target by promoting options to customer while purchasing anything.
* Informing customers for their current online orders & old orders wherein, he or she want to know their delivery timing, returns, refunds and exchange if required.
* Helped sales retention team for achieving their sales target on weekly and monthly basis.
* Worked with social media team for posting on new ads and content for website promotion.

1. Worked with Zomato Media Pvt Ltd as a Senior Associate from 15 June, 2015 till 23rd Oct, 2019.

***Roles and Responsibilities:-***

* I was started my work with Order Management Team (ODM) wherein, I need to informed merchant for the current order details over the call which helps to lose their rejection from our end.
* I also worked with Device Management Team (DMT) wherein, I educate merchants how to used Zomato device like phone and I-pad over the call. Even though, I do visit restaurants and give them manual training from our end.
* I worked with Zomato Logistics Team wherein, I was handled logistics filed executive inbound team as a senior, emails team as a as logistics order refund team.
* I also worked with customer delight team and social media team wherein, I was assisting customers over the chat related their quarries for Zomato’s order and issues.
* I also worked with Merchant Inbound Team as a senior wherein, I was taking care of 15 team mates and taking merchant quarries via calls and emails entire Pan India.
* After some time, I worked with Zomato Launchpad Team wherein, I was taking restaurants live on Zomato for online order in new cities. I lauched almost 9 cities from my side.
* I worked with central engagement team wherein, I was handling 20 to 25 members as a Team Leader. Apart from that, I was also assisting 80 to 90 restaurant accounts as a acting accounts manager for their growth on daily basis like sales, marketing and accounts handling.
* I used to achieve my weekly and monthly base target related to service (Takeaway, banner ads, promotion, Zomato logistics etc) and products (Tapes, stickers and Zomato Plastic Packing etc) which is coming in the market.

1. Worked with Study Square Pvt Ltd as a Marketing Manager from 27th Oct, 2019 till 15th May, 2020.

***Roles and Responsibilities:-***

* I was handling agent meeting to solve agent queries related to further studies option for students.
* Arranging webinars & seminars related to new programs introduce by university
* Collecting the data form the students and sending to our backend team for necessary action.
* Travelling in many cities like Delhi, Jalandhar, Chandigarh, Mumbai, Hydrabad and many more.
* Generate Leads by visiting agents office via calls, Email, Facebook, Linkedin.

***Hobbies and Interest:-***

Dancing, listening music, travelling, watching television, interacting with people from varied cultures & many more.

***Linguist Proficience:-***

Hindi, English, Punjabi