

ABDUS SAMAD AFROZ



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Delhi



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EDUCATION

2019-2022 Sharda University

BCom (Hon.)

PROFESSIONAL EXPERIENCE

Grofers (Blinkit)

Senior Executive in CRM | Jan 2022 - June 2022

- Resolved daily complain tickets with an aim of 80 tickets per day with utmost accuracy.
- Guided freshly joined members in the team to work on their speed and accuracy while solving the tickets.

INTERNSHIPS

Comunev

Marketing Intern | Apr 2021 - Jul 2021

- Made the lead Discord server of the company from scratch and gained more than 100 members to the channel in less than a month
- Helped expand the start up by using my links (especially among students) and spread awareness about the platform.

Homeflic WeGrow

Sales Intern | Jul 2021 - Aug 2021

- Was responsible for spreading awareness among youth about the benefits of adding and learning new skills and increasing the sales of the different courses.

Super 77

Sales Intern | Aug 2021 - Sept 2021

- Supported the sales team to achieve their sales targets

InAmigos Foundation

Community Influencing Intern| Sept 2021 - Nov 2021

- Was helping to engage with the local community, increase brand awareness, and build relationships with clients.

Leas and Sales

Marketing Intern | Nov 2021 - Dec 2021

- Was responsible for supporting the marketing team and help them achieve their goals while learning about the marketing strategies in the field.

PROJECTS

X-Culture

- Made a report (in MS Word) to help SKIBIG3 expand their business. It was a teamwork and I along with four international students were responsible for editing the report , suggesting aptions and some other minor tasks.

Wopno Club

- Made a database of all possible contact information to reach out to all the people in the guest list . I was in charge of the Invitation team .

SKILLS

- ✓ Strong communication skills
- ✓ Customer Service
- ✓ Problem Solving
- ✓ MS Excel
- ✓ Marketing and Sales
- ✓ Management