YAMEEN AHMED

GET IN CONTACT

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9 Nawab Abdur Rahaman Street , West Bengal , Kolkata – 700016

A product and client executive , focused on leading and managing teams providing customer satisfaction by delivering solutions based on timelines having experience of working in Customer service and IT industry as a project manger , team lead , content and social media manager

SKILLS

- Communicating with customers and Handling clients
- Hiring skills and talent for a project or organization
- Writing and Generating content for websites , Applications , blogs and social media
- Social Media Management
- SEO Strategizing
- Digital & Software Project Project Management
- Can analyze, design and provide efficient solution to problems for ensuring product delivery
- Creating proposal and presentation
- Creating product development roadmap and delegating tasks
- Testing and Quality assurance of product
- Design visualization & Designing

WORK EXPERIENCE

Virtual Customer Service Associate at AMAZON (May 2023 – present)

- Communicating with Amazon customers from America & Canada and understanding their queries in regards to orders or Amazon related services.
- Providing product and service knowledge to customers in real time and solving queries and escalating if needed
- Troubleshooting Customer preorder and post-order issues
- Creating surveys to get reviews and comments of the customers to know of they are satisfied with their interaction .
- Getting customer opinion and feedback on the products.

Customer Service Executive at Teleperformance (July 2022 - May 2023)

- Communicating with Flipkart customers and understanding their query before purchasing a product and resolving their queries.
- Providing product knowledge to customers in real time and solving queries and escalating if needed
- Creating surveys to get review and ratings of the customers to know of they are satisfied
- Getting customer opinion and feedback on the products.

Content and Social Media Management at Nashbud Labs- Freelance Contractual (July 2020 - present)

- Develop engaging and relevant content (blogs, videos, images) tailored to the brand's target audience to drive engagement and brand awareness.
- Plan and execute social media campaigns across platforms, optimizing for growth, engagement, and conversion goals.
- Interact with followers, respond to comments/messages, and foster a positive online community around the brand.
- Track, analyze, and report on content and social media performance metrics to refine strategies and improve results.

Business Head and Content Manager at Innovacio Technologies (October 2019 - July 2022)

- Team Building , Hiring Talent and skills to develop software projects.
- Lead the development and delivery of a enterprise solutions for client in logistics , construction and education
- Generated sales and marketed ERP , CRM and business solutions to companies and clients.
- Develop engaging and relevant content (blogs, videos, images) tailored to the brand's target audience to drive engagement and brand awareness.
- Actively engage with the audience by responding to comments, messages, and mentions, fostering positive relationships with the online community.
- Monitor and analyze social media metrics (engagement, reach, and growth) to optimize content strategies and improve overall performance.
- Ensure that all content aligns with the brand's voice, values, and objectives, maintaining consistency across all platforms.
- Recruited team and Managed for the development and delivery of IOT essential oil dispenser
- Generated leads/clients to provide and sell our inhouse services.
- Lead the development and delivery of a mobile games for clients
- Created mockups and design visualization of every product during the tenure .

- Providing , managing and delivering solutions to client regarding brand promotion via gamification.
- Creating content and managing company's social media pages
- End to end project co-ordination with client and team to execute project based on timeline . Also provide after sales service to client after project delivery

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Business Developer at Team Cognito (Jan 2019 - October 2019)

- Generated leads/clients to provide and sell our inhouse services.

- Created mockups and design visualization of solutions delivered

- Completely managed the lead generation , product development and delivery of mobile application of a learning management solution . (https://www.vawsum.com/)

- Completely managed the lead generation , product development and delivery of CRM & Attendance management of a learning management solution . (https://learnzilla.aaft.net/)

- Managing and nurturing clients to provide them with a great experience post delivery during maintainance

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Business Development Executive at Togo (2019)

- Creating digital transformation services for restaurants like like website and app development, Social media promotions , managing events and food photography and listing on food delivery platform like Swiggy and Zomato

- Lead Generation , onboarding and nurturing of clients/restaurants.

Associate Consultant at YouNeedUs (2019)

- Associating , building and managing relationship of a startup with an accelerator and incubator

- Created mockups and design visualization of products

- Helping startup in creation with pitch decks and presentation

- Helping startups with client aquisition

Customer Service Representative at Wipro (2019)

- Providing solutions to clients of North America having troubles with their HP systems .

- Resolving issues for clients over virtual communication

- Taking feedback on providing solutions

EDUCATION

- B. Tech in Mechanical Engineering from Aliah University (2016 - 2020)

- ISC from Mansur Habibullah Memorial School (2016)

- ICSE from Mansur Habibullah Memorial School (2014)

GENERAL
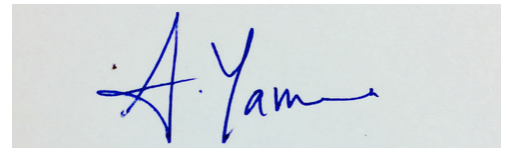
Date of Birth : 31 March 1998

Father's Name : Safiuddin Ahmed

Hobbies : Swimming and playing sports like soccer and cricket, Working out and reading books

LinkedIn : https://www.linkedin.com/in/ahmedyameen/

DECLARATION

I hereby declare the above particulars are true to the best of my knowledge and belief

Signature