

Mohammad Ahtesham Akhter

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Professional Summary

Proactive and results-driven professional with expertise in IT management, customer relationship management, and revenue growth strategies. Skilled In troubleshooting and streamlining operations to deliver exceptional support and drive organizational success.

- Expertise in Revenue Growth, Customer Relationship Management & English Proficiency
 - Skilled in Technical Support, Networking & Operational Efficiency.
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Education

MCA	Apr '24
G.H Raison College of Engineering & Management	Nagpur
Secured CGPA: 8	
BCA	May '22
Dhote Bandhu Science College	Gondia
Secured 75.48 percentile	
HSC	Jun '19
Dhote Bandhu Science College	Gondia
Secured 62.92 percentile	
SSC	Jun '17
Gujrati National High School	Gondia
Secured 69.60 percentile	

Skills

- Digital Marketing & Social Media Management/Operations, Meta Ads, Copywriting
- Microsoft Excel
- Microsoft Power Query-ETL Tools
- Expertise in Revenue Growth, Customer Relationship Management & English Proficiency
- Skilled in Technical Support & Operational Efficiency

Projects

- [Super-Store Sales Dashboard](#)

Certifications

- [Advance Excel Mastery](#)
 - [Dashboard Mastery](#)
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Work History

Technical Support Associate	May '24 - Dec '24
Amazon.com	Remote (North America)
Delivered technical support, troubleshooting customer queries via company software to ensure seamless issue resolution and high satisfaction.	
SEO & Digital Marketing (Intern)	May '23 - May '24
Phian Infotech	Nagpur, India
Resolved technical issues while supporting teams for efficient IT operations. Led digital marketing campaigns, Off-Page SEO, copywriting & meta ads management, to enhance brand visibility.	

Personal Information

- Hobbies: Interest in exploring smart gadgets & new tech, love cricket, occasional cooking.