

KUNAL CHHABRA

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SUMMARY

To establish a strong foothold in the corporate realm by efficiently leveraging my skill set, while actively pursuing opportunities for further growth and learning within the company. My objective is to enthusiastically collaborate within a team to achieve the organization's objectives through dedication and sincerity, all while contributing my expertise to drive the company's advancement.

EXPERIENCE

07/2024 to Current

DOP-Analytics & Insights

Wipro - Gurugram, India

- Fielding all incoming help requests from clients via telephone and/or emails in a courteous manner
- Follow standard processes and procedures to resolve all client queries
- Resolve client queries as per the SLA's defined.
- Support process by managing transactions as per required quality standards
- Identify and learn appropriate product details to facilitate better client interaction and troubleshooting
- Provide product support and resolution to clients by performing a question diagnosis while guiding users through step-by-step solutions
- Assist clients with navigating around product menus and facilitate better understanding of product features
- Troubleshoot all client queries in a user-friendly, courteous and professional manner
- Offer solutions to clients with the objective of retaining customers' and clients' business
- Led cross-functional teams in the development of insights-driven marketing strategies.
- Managed datasets to identify patterns, trends, and insights for business growth.

08/2022 to 07/2024

Process Executive

Cognizant - Gurugram, India

- Google Ads Project Specialist
- Contacting new and existing clients (Agencies or Advertisers) via telephone, chat and email on a daily basis, identifying sales opportunities and providing these businesses with the best solution for their business goal.
- Used a variety of tools to be able to properly communicate and drive Advertiser's business to success
- Help clients within scope and area of knowledge, provide pre and post-sales assistance for all applicable products related to Google Ads.
- Provided expert guidance on campaign optimization strategies to enhance client ROI
- Resolved backend issues related to Google Ads campaigns and accounts, ensuring seamless operation and performance
- Collaborated with cross-functional teams to implement innovative solutions and meet client objectives

- Maintained up-to-date knowledge of Google Ads policies, trends, and best practices to provide proactive support to clients.
- Ability to identify trends and solve problems.

SKILLS

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| <ul style="list-style-type: none">• Proficient in Google Ads campaign management and optimization.• Strong communication skills, both verbal and written.• Excellent problem-solving abilities with a keen attention to detail.• Ability to multitask and prioritize tasks effectively.• Collaborative team player with a proactive approach to challenges. | <ul style="list-style-type: none">• Campaign creation for both Search and Display networks in Google ads.• Campaign optimization for both Search and Display campaigns in Google Ads resulting into to better leads and results for the clients.• Audience Segmentation• Client Relationship Management |
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ACCOMPLISHMENTS

- Attended the PR campaign on Drug Abuse in Rehabilitation centre.
- Attended the conference of Swantra party.

EDUCATION

07/2019	Digital Marketing Digiperform
01/2018	Graduation IP University - Kasturi Ram College Of Higher Education
01/2015	High School Diploma Mother Divine Public School