
Mani Gupta

Manimoksh777@gmail.com
7380655787
LUCKNOW, UTTAR PRADESH

Skills

Customer service, Computer literacy, Time management, Communication skills, Microsoft word, Leadership, Documentation review, English, social media marketing, Lead Generation, Team Management, Content Development

Experience

Selsome Technologies Pvt. Ltd.

Non-Voice Customer Support Executive - Remote, Bengaluru

10/2022 - 08/2023

- Handling customers queries via live chat and email.
- Maintaining work report.
- Processing claims/developing projects/handling calls, as per the process guidelines.
- Maintaining CSAT

Genpact India Pvt Ltd

Process Developer - Remote, Noida

02/2022 - 12/2022

- Worked in CFCC department of banking process.
- Data analyst and document verification
- Preparation of daily work report.
- Scheduling and attending meetings.

B&C Global Services

Social Media Marketing Head - Remote, Gurugram

01/2021 - 01/2022

- Creating content and captions for social media posts.
- Making graphics and festive posts
- Team handling and management of 7 people
- Preparation of marketing strategies and SOP for team.
- Optimizing and auditing social media channels
- Worked of Paid and organic marketing
- Lead generation
- Also been a part of hiring team and had to spend 30% of the time in posting jobs, taking screening round and making offer letter and F&F statements.

Trustlogics Pvt Ltd.

Social Media Executive - Remote, Bangaluru

06/2019 - 12/2020

- Posting content on social media handles
 - Sending connections for lead generation
 - Talking potential clients
 - Team handling of 12 people
-

Education

Marketing and Advertisement

Kanpur University Kanpur, UTTAR PRADESH

08/2018

