

Shashikesh Kumar

Experienced PRODUCT EXPERT with a demonstrated history of working 3 years in the edutech industry . Skilled in customer relationship ,retention, post sales services with a proven sales track record & uncovering new business opportunities .

+91-9582243211 | shashikesh95@gmail.com

Work Experience

BUSINESS DEVELOPMENT ASSOCIATE | BYJUS THE LEARNING APP || JAN'18 - JUNE'18

- Selling Edutech products to the desired Customer to ensure maximum conversion.
- Effectively utilizing CRM Software to ensure timely updates for the marketing (BTL) team and ensuring market intelligence track competitive activities on new product launches, pricing, brand promotion activities.

PRODUCT EXPERT & MENTORING | BYJUS THE LEARNING APP | | JUN'18 - PRESENT

- To connect regularly with users and ensure that they are having a seamless & effective learning experience.
- Post sales services by providing them impromptu services .
- Using CRM, Freshdesk, OMS and sales force software for overall maintenance of workflow
- post sales services which includes providing all the services which is promised by the company
- Client Engagement which includes ensuring the product is properly used and resolving any possible query related to the product

Key Highlights

- Achieved all KRA's always before the deadline .
- 95% Escalations dealt on a positive note .
- Received appreciations on customer followup skill consistently by the management .
- Ensured completion of team data for maximum output .

Education

B.TECH. (ECE) | GGSIPU | BHAGWAN PARSHURAM INSTITUTE OF TECHNOLOGY, NEW DELHI

- Aggregate : 75.7%

CBSE | CLASS XII | KVS TKD , NEW DELHI

- Aggregate: 72.0 %

CBSE | CLASS X | KVS TKD, NEW DELHI

- Aggregate: CGPA 9

Positions Of Responsibility

- Co founder of a social group AHIMSA .
- Main Coordinator of college Annual Fest .
- Internshala Student Partner from Nov'15

Technical Skills

- Knowledge of using CRM Tools like Freshdesk ,Leadsquared, Salesforce ,etc .
- MS OFFICE

Extra-Curricular Achievements

- A football athlete and won a gold medal in inter house school competitions .
- Won second prize in regional 5km Marathon .
- Won first prize in Byju's Plank hold competition.

Hobbies

- Gardening
- Gymnasium