

Shubham Kumar

Data Acquisition Executive



2 Years 6 Months



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Profile Summary

Results-driven professional with 2.7 years of experience in sales, customer service, and e-commerce. Skilled in Google Analytics, Shopify, Amazon Seller Central, SEO, and front-end technologies (HTML, CSS, JS). Proven expertise in customer handling, product listing, ad management, and marketplace optimization. Passionate about data-driven marketing and enhancing customer experience.



Key skills

- Customer Support
- Sales
- Outbound Calling
- Email Support
- Blended Process
- Customer Retention
- Chat Process
- Ecommerce Operations
- Google Analytics
- Ecommerce Marketing
- SEO Analysis
- SEO
- Shopify Customization
- Facebook Ads Manager
- Google AdWords
- Digital Marketing
- SEO Tools
- Management Skills
- Leadership Skills
- Communication Skills
- Interpersonal Skills
- Hard Working



Personal Information

City **Noida**
Country **INDIA**



Education

B.Tech/B.E., 2019

Galgotias College of Engineering and Technology, Greater Noida

12th, 2014

CBSE, English

10th, 2012

CBSE, English



Work Experience

Jan 2024 - Feb 2025

Data Acquisition Executive

Angel One

- ✓ Assisted customers in opening Demat accounts, resolving queries, and completing applications.
- ✓ Handled customer calls and follow-ups, improving conversion rates.
- ✓ Explained stock market benefits and guided clients on investment processes.
- ✓ Maintained customer records and documentation for smooth onboarding.

Apr 2023 - Jul 2023

Customer Service Executive

iEnergizer

- ✓ Managed a blended process (email & calling) to resolve customer queries efficiently.
- ✓ Assisted Dream11 customers by handling priority tickets and follow-up calls.
- ✓ Provided timely resolutions via email and ensured customer satisfaction.



Hobbies

- Playing Volleyball Internet Surfing Travelling.
- Knowing more about Ai
- ChatGPT



Languages

- English
- Hindi

✓ Maintained accurate records of customer interactions for better service tracking.

Jan 2022 - Mar 2023

Customer Service Associate

cogent

- ✓ Handled inbound customer calls to assist with Tata Sky services.
- ✓ Resolved complaints related to channel access, technical errors, and account issues.
- ✓ Provided step-by-step troubleshooting guidance to customers.
- ✓ Ensured customer satisfaction by addressing queries efficiently.

Oct 2024 - Present

E-Commerce Business Owner

EdgeAura

Experienced in Shopify development, Facebook & Instagram Ads, e-commerce management, and operations.

Key Skills:

- ✓ Shopify Store Setup & Optimization
- ✓ Facebook & Instagram Ads
- ✓ Amazon & Flipkart Listing
- ✓ SEO & Google Analytics
- ✓ Order & Inventory Management
- ✓ Customer Support