## CAREER OBJECTIVE

* Ideal job that gives me opportunity to learn and expands, the company gains in turn by my knowledge; we grow mutually in an environment of professionalism, sincerity, harmony and trust. It gives me job satisfaction and comfortable remuneration to balance the professional and personal life.

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| PERSONAL STRENGTH |

• **Adaptability:** Adapt the change in the work environment; Manages competing demands; changes approaches or methods best fitted for the situation; Able to deal with the frequent change, delays, or unexpected events.

• **Teamwork:** Balanced team and individual responsibilities; Exhibits and open to others’ views; gives and welcome feedback; Contribute to building a positive team spirit.

• **Interpersonal skills:** Maintains confidentiality; Listens to others without interrupting; Keep emotions under control; Remains open to others’ ideas and try new things.

• **Organization support:** Follow policies and procedures; Completes tasks correctly and on time; Supports organizations goal and values; Support affirmative action and respects diversity.

• **Customer service:** Manages difficult or emotional customer situations; Solicits customer feedback to improve service; Responds to requests for services and assistance.

## PROFESSIONAL SYNOPSIS

**Feb 2018 – March 2019 - Worked as a Seller Support Executive for Amazon (North America) at Teleperformance Jaipur (India).**

* We solved the queries of the sellers of Amazon (NA) through e-mail incase, if the products faced any issue between seller place to Amazon warehouse.
* We worked on a paragon tool for seller issues and specialization in ILAC (INBOUND LOST ANDON CORD), M@ (MERCHANT ACCOUNT) and FBA (FULLFILLED BY AMAZON).

**July 2013 to June 2017**  - **Worked as a Adword executive in Concentrix (Google) at Gurugram (India).**

* Worked as senior practitioner responsible for filtered the advertisement on Google.

**April 2012 to Jun 2013** - **Worked as Executive guest relations ( Purple UMTC transit Pvt ltd -HOHO).**

* Responsible for sightseeing of Delhi to the tourist from India and abroad.
* Responsible for management of tour and bus staff.

## PROFESSIONAL CREDENTIALS

* 21 days training in IITTM Pusa New Delhi for CWG 2010 for Volunteer.
* PG diploma in Travel and tourism management from FCI Aligarh (AMU).
* Worked as Volunteer for common wealth games in Delhi 2010.

## ACADEMIC CREDENTIALS

* Passed Bachelor of Arts from Kanpur University in the year-2008.
* Passed Senior School Certificate Examination in the year-2005.
* Passed Secondary School Examination in the year-2003.

## COMPUTER PROFICIENCY

* Hands on Experience in using MS Office & Windows.
* Typing speed more than 2500 key depression per hour.
* Familiar with Internet Operations.

## PERSONAL ASSETS

* Dedication and Adaptive nature helps to work efficiently for a long time.
* Team Player.
* Quick Learner.