# CAREER SUMMARY

VIVEK

Dubai, United Arab Emirates, UAE

vivek-394173@2freemail.com

Experienced in Operations, Business Development and Marketing ﬁelds with B.E in Computers. Strength in working with diverse groups and a fast paced organization to achieve company objectives. Most recent experience involved the marketing and digital marketing campaigns.

# EXPERIENCE

Digital Marketing Intern Generated leads.

Contacting the leads. Converting leads.

*19/06/2019 - 31/08/2019*

Commercial utilization of multiple social media channels including Facebook, Twitter, Instagram, Pinterest, LinkedIn;

Built successful social strategies that increased brand awareness, promote customer engagement and ultimately drive web traﬃc and conversions seeing an increase in no. of insights by 50%.

Business Development Intern

*07/01/2019 - 07/05/2019*

Ensured that the team's supply targets were met as I on boarded more than 150 service professionals in appliance category for a marketplace business seeing an increase in revenue by 20%.

Explained our business ideas to professionals who wants to work with us as a partner. Conducted a soft skill interview to on board them.

Generated business from existing account and achieving proﬁtability & sales growth. Forecasted and monitored professionals if they are on boarded.

Reduced fbce% and ebce% (Bad customer experience %) by 2%.

Increased the service delivery percentage by 15% in Appliance Category that resulted in more revenue generated.

Operated and handled queries regarding bookings they received from customer.

Operations Intern

*26/07/2018 - 31/10/2018*

Package Tracking fulﬁllment using Shopify ensuring that the package is been delivered on time. Scheduled pickups for new orders ensuring that the packages must be pickedup on time.

Updating excel sheets and product details.

Handling various channels like own website, Flipkart, Amazon, oﬄine sales, etc. end to end. Interacted with customers through online chat/phone, convert the interactions into actual orders.

Handling oﬄine sales in various pop-up stores like ﬂea markets or exhibitions that resulted in increase in sales by 10%.

Scouted for exciting products and bringing vendors onboard with us.

# EDUCATION

**Amiraj College of Engineering and Technology**

Computer Engineering

7.59 CGPA 2019

# SKILLS

MS Oﬃce: Word, Excel, Powerpoint, Access. Google Drive: Docs, Sheets, Forms.

Writing: Blogger, WordPress.

Spreadsheets: Excel, Google Sheets, Pivot tables, Vertical lookup(V lookup).

Social Media: Facebook, Twitter, Instagram, LinkedIn, Posts, Customer interaction, Digital marketing. Productivity: Slack.

Marketing: MailChimp, SEO, Data Analysis.

Math: Basic match, Arithmetic, Statistics, Algebra, Trigonometry, Geometry, Calculus. Other: Adaptability, Leadership, Critical thinking, Analytics, Under pressure task, Teamwork.

# PROJECTS

**Marshall Services - Home Service Detector**

Project Type: IDP at Creart Solutions.

# ACHIEVEMENTS & AWARDS

*12 months.*

Participated in programme on Effective Speaking & Personality Development Conducted by Ahmedabad Management Association (AMA) - 2017.

Achievements in quiz, Technical Game in College. Swimming (Government of Gujarat, India - Green Card).

Completed the online course Ecommerce-Introduction to the top 12 ecommerce platforms (Dave Espino, Instructor & Udemy).

Completed the online course Digital Advertising & Marketing 101 (Ben Silverstein, Instructor & Udemy). Completed the online course Soft Skills: The 11 Essential Career Soft Skills (TJ Walker, Instructor &

Udemy).

Completed the online course Learn Arabic (Nada El Maliki, Instructor & Udemy).

# INTERESTS

Travel, Gardening, Meditation, Snooker.

# ACTIVITIES

Contribution as a sub-coordinator in Shaping Startup & Innovation Meet. Volunteering Personality Development in college - 2016, 2017, 2018.

Group Discussion, SDP (SBE 4 session), Volunteer for Orientation, Sub-coordinator in Shaping startup & Innovation meet, Student coordinator for Front Stage Committee in Evoke.

College Sports Events (Speed - 2016, 2017, 2018) in Cricket, Dart, Table Tennis.

College Annual Events (Evoke-2016,2017,2018) in Dance, Debate, One Act Play, Elocution, Technical Quiz , Kites at Sky.

# PERSONAL PROFILE

Date of Birth : 26/08/1997 Marital Status : Single Nationality : Indian

Known Languages : English, Hindi, Gujarati, Sindhi, Arabic (basic), French (basic)