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| **GAURAV MISHRA** |
| **Citizenship : Indian ▪ Date of birth : 09-Dec-1991** |
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| **Contact** |
| **Tel : +91-9359593009****Mai**l: mishrag0912@gmail.com, gaurav.bitmeerut@gmail.com **Address:** 95/251, Gupta Colony, Transport Nagar, Meerut, U.P – 250001 |

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| **Objective** |
| To seek challenging avenues where my knowledge matches with the organisation’s growth. |

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| **Key Skills** |
| * A dynamic and multitalented professional with Marketing & International Business knowledge.
* Strong leadership and motivational skills.
* Entrepreneurial spirit
* Ability to handle pressure and team.
* Excellent in communication in written and verbal both.
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| **Brief Responsibilities** |
| * Understand all the prospects needs, problems or wants
* Up-sell when appropriate
* Follow up with hot prospects
* Strategically foster customer engagement.
* Prepare and present reports when needed
* Stay up to date with the latest sales trends and best practice.
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| **Education** |
| **Year** | **Qualification** | **University/Board** | **Percentage** |
| 2019 | PGDM | IIBM | 70% |
| 2013 | B.Tech.(Civil) | U.P.T.U | 64.70% |
| 2009 | Intermediate | C.B.S.E | 75.00% |
| 2007 | High School | C.B.S.E | 83.80% |

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| **Experience** |
| * Working as Assistant Manage Client Servicing at IndiaMart InterMesh Ltd.
* Plan, coordinate and assign daily workload to customer service team
* Ensure that team addresses customer inquiries and concerns promptly and professionally.
* Resolve escalated and complex customer issues on-time.
* Anticipate customer needs and deliver timely response to meet their expectations.
* Handle high volumes of customer grievance and should work well under pressure
* Previously worked as **a Relationship Executive with Sharda Exports, Meerut** .
* Understanding the market trends and developing sample presentation for buyers accordingly.
* Regular update to the buyer on orders/sample status.
* Direct communication with buyers and plan meeting whenever necessary.
* Regular coordination with all departments like sampling, production, and quality to ensure things

are done perfectly and on time.  |

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| **Languages** |
| English | Read, Write, Speak |
| Hindi | Read, Write, Speak |

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| **Personal particulars** |
| Father’s Name | Late Mr. Maya Shankar Mishra |
| Mother’s Name | Mrs. Neeta Mishra |
| Marital Status | Single |
| Hobbies | Travelling, Listening Music, Reading, Football Fan |

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