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| |  | | --- | | **GAURAV MISHRA** | | **Citizenship : Indian ▪ Date of birth : 09-Dec-1991** | |  | | |  | | --- | | **Contact** | | **Tel : +91-9359593009**  **Mai**l: [mishrag0912@gmail.com](mailto:mishrag0912@gmail.com), [gaurav.bitmeerut@gmail.com](mailto: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. | | |
| |  | | --- | | **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. | | |
| |  | | --- | | **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. | | |
| |  |  |  |  | | --- | --- | --- | --- | | **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% |  |  | | --- | | **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. |  |  |  | | --- | --- | | **Languages** | | | English | Read, Write, Speak | | Hindi | Read, Write, Speak |  |  |  | | --- | --- | | **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 | | |