

Ashwin Pratap Singh

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Hor Al Anz Deira Dubai Near Abu Baker Al Siddique Metro Station.

Profile

Personable, analytical Data Entry Specialist with two years of experience in customer service and various database platforms. Self-directed, skilled in multi-tasking, and constantly exploring ways to exceed expectations of customers and managers.

Key Skills

- Typing 30 to 35 WPM
- Microsoft Office
- Team player
- Strong verbal and Written communication skills in Hindi and Average in English

Education

Bachelor of Art from University of Lucknow UP, India

Economics and Social Work

Intermediate School from K. L. Inter College Colonelganj Gonda UP, India

Hindi, English and Mathematics

Intermediate School from K. L. Inter College Colonelganj Gonda UP, India

Hindi, English, Physics, Chemistry and Mathematics

Professional Experience

Sep-2020 - Jan-2023 Sr. Operations Associate at ShareChat

Roles & Responsibilities:

MOJ Application:

1. Operate as the point of contact for regular support on operational matters, like problems in posting, app bugs, understanding the product, content suggestions etc.
2. Build and maintain strong, long-lasting customer relationships with his/her portfolio of content creators, acquire an understanding and share the content needs of our platform and make sure that their portfolio creators are following the content demands shared with them.
3. Ensure maximum engagement by the content creators on the platform, using the internal technical tools.
4. Resolve any issues and problems faced by his/her portfolio of content creators promptly and deal with complaints to maintain trust.
5. Maintained the content creator's data by using the tool Google Sheet for our company and Microsoft Excel for attached Agencies.