

# VIKAS GUPTA

PURSUING MASTER OF  
INNOVATION DESIGN MANAGEMENT

## CONTACT

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## CORE SKILLS

- Office Cleanliness & Maintenance
- Visitor Management
- Tea/Coffee Service for Staff/Guests
- Filing & Document Handling
- Mail Distribution & Clerical Support
- Messenger/Runner Tasks
- Time Management & Reliability
- Fluent in English and Hindi

## STRENGTHS

- Polite and presentable
- Trustworthy and punctual
- Clean and organized work habits
- Willing to assist with any office task as needed

## LANGUAGES

- English (Fluent)
- Hindi (Native)

## AVAILABILITY

- Currently in Dubai
- Ready to join immediately
- Flexible with shift timing



## PROFILE

Responsible and well-organized individual with over 4 years of experience in customer support and administrative roles. Seeking an Office Attendant position at Choithrams, where I can contribute to smooth office operations, maintain cleanliness, support staff, and assist with clerical tasks.



## EDUCATION

- Master of Innovation Design Management** 2025 - 2026  
University of Europe for Applied Sciences, Dubai
- Post Graduate Diploma in Software Development** 2010 - 2011  
International Institute of Information Technology-Bangaluru
- Bachelor of Technology (Information Technology)** 2005 - 2009  
Guru Gobind Singh Indraprastha University, Delhi



## WORK EXPERIENCE

- Customer Representative (Etsy Store Owner)** 2024 - 2025  
Self-Employed (Remote)
  - Maintained records of customer interactions and order handling.
  - Organized work schedules and ensured regular task completion.
  - Demonstrated polite and respectful communication.
- Waterleaf Consultants Pvt. Ltd.** 2022  
Senior Process Associate
  - Analyzed and verified Twitter accounts for Blue Tick eligibility, making approval or rejection decisions based on compliance with platform guidelines.
- Amazon** 2018 - 2019  
Customer Service Associate
  - Answered phone calls and chats for international and local customers.
  - Coordinated with departments to resolve issues efficiently.
  - Maintained professionalism and punctuality in all interactions.
- Office Support & Online Store Handling** 2012 - 2017  
Self-Employed (Remote)
  - Managed clerical duties including customer responses, file keeping, and scheduling.
  - Performed follow-ups and handled small admin duties related to e-commerce operations.