

JAIPAL

Address: Village- Bibipur Bara, Sikar, Rajasthan, INDIA, PIN- 332317

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SUMMARY

I have worked for two years in a call center, where I was responsible for providing excellent customer service. My goal was to ensure that every customer was satisfied with the service they received, and I was able to achieve this by using my excellent interpersonal and communication skills. I am also experienced in handling highly confidential information, and I understand the importance of maintaining confidentiality in the workplace

EDUCATION

2011	Pre-University Education/ High School	Vidya Vahini PU College	Bangalore, INDIA
2009	Secondary School/10th Class	Government School	Sikar, INDIA

EXPERIENCE

12/11/2020 – 30/11/2021 External Executive Resx Analytics LLP Hyderabad, INDIA

- As an external contractor, my primary responsibility is to convert websites into smaller segments and paste them onto a given platform as per the client's requirements. I extract data such as the "About" section and products/services from the website and put them into the company's tool as separate segments. Additionally, I manage the Google search results for the site by selecting relevant and irrelevant search results. This process helps improve the site's search engine optimization (SEO) and ensures that the site is easily discoverable by potential customers .

12/01/2018 – 13/08/2018 Associate VKALP Outsourcing Services Pvt Ltd Jaipur, INDIA

- As an associate, I am responsible for generating leads by gathering information about the products requested by customers over the phone. I then provide the customer with the details of relevant suppliers via SMS. The customer can then contact the supplier directly to make the purchase. This process is facilitated by IndiaMART, a leading B2B e-commerce company in India that connects buyers with suppliers.
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SKILLS

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| <ul style="list-style-type: none">CommunicationExcelCustomer Service | <ul style="list-style-type: none">Data EntryProduct knowledgeProblem Solving |
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Professional Certifications

2022	Certified in MS Excel	Simplilearn Company
2024	Excel For Data Analysis	Udemy

Languages

- English - Fluent
- Hindi - Native