

RAHUL MANGAL

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CAREER OBJECT

Goal oriented professional seeking a marketing position where I can grow my skills and contribute to the overall success of a company.

EDUCATION

IILM UNIVERSITY, GURUGRAM, HARYANA

- Master of Business Administration (2019-21)

UNIVERSITY OF RAJASTHAN

- BACHELOR OF COMMERCE FROM ST. WILFRED COLLEGE JAIPUR (2016-19)

SCHOOL: NATIONAL INSTITUTE OF OPEN SCHOOLING, JAIPUR, RAJASTHAN

COMPLETED 12TH WITH 58% (2015-16)

DELHI PUBLIC SCHOOL , BHARATPUR, RAJ.

COMPLETED 10TH WITH 7.2 CGPA (2013-14)

CERTIFICATIONS

- Fundamentals of Digital marketing (2019)

LEADERSHIP EXPERIENCE

- Team member of Placement Operation at IILM UNIVERSITY.
- Head of School Assembly Management.

WORK EXPERIENCE

- CUSTOMER SUPPORT EXECUTIVE AT TELEPERFORMANCE (MAY – OCT 2018)

- Receive inbound customer calls, to achieve agreed targets and standards applied to the campaign/account, to resolve queries and complaints.
- Maintain customer requirements and contribute to the overall improvement of campaigns/accounts.
- Achieve call handling targets and standards
- Record data accurately
- Maintain a positive attitude at all times and ensure there is a high customer service focus
- Achieve and exceed daily KPIs as set by the campaign requirements

Working at Ixambee.com as a Assistant manager (Sales)

(MAY 2021 – Present)

*Perform counseling for students with admissions including Inquiries , entry of new students and tracking of enrollments.

*Handling Student Relationship Management (SRM)

*Providing Real-Time exposure to students with eminent Faculties/personalities to motivate the students for higher aspiration

*Refresh and Develop new ideas and strategies in order to attract new students

*conducting strategy specific Career counseling sessions with students

INTERNSHIP EXPERIENCE

- **BAJAJ ALLIANZ GENERAL INSURANCE**
- Worked on Advertisement Campaigns
- Creative content designing for television advertisements of Bajaj Allianz
- Worked on brand equity
- Sold various insurance plans and policies of Bajaj
- Worked on consumer behavior and consumer insight
- Increased customer base of Bajaj Allian

(JUNE-AUGUST 2020)

TECHNICAL SKILLS

- **MS OFFICE TOOLS** (Microsoft Word, Microsoft PowerPoint and Microsoft Excel, Microsoft outlook).

KEYSKILLS AND ATTRIBUTES

- CREATIVE
- PASSIONATE
- INSPIRING & CONVINCING

INTERESTS

- **SPORTS:** Football
- Network building skills.
- **MUSIC:** singing, Listening old songs.

