

# Akanksha Singh

Assistant

## Contact

### Address

Gurgaon, Haryana, 122022

### Phone

9650746935

### E-mail

meakanksha12@gmail.com

## Skills

Microsoft office skills

CRM software

Customer service

Knowledge of Digital Marketing

Problem solving and creativity

Interpersonal skills

Teamwork and collaboration

Leadership

Communication

## Interests

Poem writing

Listening music

Performance driven sales and marketing oriented professional with 3+ years experience and have expertise in customer service and business development while delivering contribution in processes and productivity to achieve business goals.

## Work History

2019-08 -  
Current

### Assistant - Marketing Department

*Livfast Batteries Private Limited, Gurgaon, Haryana*

- Responsible for resolving scanning related issues and queries of sales team.
- Helped creating Productivity Report, Collection scheme to measure marketing and sales performance.
- Assisted Marketing Manager to generate leads and in creation of strategic marketing survey.
- Provided marketing information by collecting, summarizing and analyzing data.
- Helped cross functional team to maintain report which helps in business growth.

2017-12 -  
2019-08

### Escalation Executive - Customer Service

*Livpure Private Limited, Gurgaon, Haryana*

- Resolved customer queries and complaints related to product.
- Coordinated with Service team to provide product service and resolution to customers.
- Generated and distributed Escalation report.
- Built customer loyalty by placing follow-up calls for customers and promptly responding to their needs who reported product issues.

## Education

### Bachelor of Arts

*Chhatrapati Shahu Ji Maharaj University - Kanpur*

## Certifications

Google Certified Digital Marketer