**Curriculum Vitae**

**Rishi Ranjan Gupta**

**Contact:** +91 92053 27615

**Email Id:** [rrgrishi.gupta@gmail.com](mailto:rrgrishi.gupta@gmail.com)

**Temporary Address:** Times Residency, EWS Flat no 104, Gate no 4, Gurugram, Haryana, 122011.

**Permanant Address:** Bettiah, Bihar.

**Date Of Birth:** 16th April 1995

**Career Objective**

Seeking an opportunity to use my customer service and management skills to improve customer satisfaction by integrating strategies to develop and expand existing client base, brand and product portfolio.

**Work Experience:**

**Total work experience:** 1.9 years

**Farmsleaf**

**Duration:** February 2021 - Present

**Designation:** Marketing and Customer Success Specialist

**Job Description:** Engaging customer and maintain customer relationships. Also, assisting marketing and social teams with overall brand and marketing strategies, along with managing the app for the customers.

**Core Responsibility:**

* Day to day team engagement
* Handling & resolving customer queries
* Smooth co-ordination with delivery team of placement and orders
* Marketing strategies

**Zunroof Tech Private Limited**

**Duration:** January 2020 – February 2021

**Designation:** Zunroof Client / Customer Servicing Representative

**Job Description:**  Day-to-day coordination with internal client servicing teams, stake holders and clients, vendors etc.

**Core Responsibility:**

* Every aspect of customer service
* Vendor co-ordination
* Client co-ordination
* Social media tracking related to customer complaints
* Track of client retainer fees / payments

**Isha Foundation**

**Duration:** January 2019 – March 2019

**Designation:** Isha Volunteer (Isha Yoga Center, Coimbatore.)

**Role:** Day-to-day coordination with Isha volunteers and take a stock of various initiatives by the foundation under the guidance of Jaggi Vasudev, also known as Sadhguru.

**Core Responsibility:**

* Rally for Rivers volunteer
* Inner Engineering program volunteering (event management)
* Local event organizing (event management)
* Volunteering co-ordination with center head

**Educational Background:**

| **Degree** | **Institution** | **Batch** | **Performance** |
| --- | --- | --- | --- |
| MBA Production | Bhabha University, Bhopal | 2018-2020 | 64% |
| BBA | Jaipur National University | 2013-16 | 56% |
| 12TH | HSEB | 2011-12 | 56% |
| 10TH | SLC | 2010 | 76% |

# IT Skills: MS Office, Power Point, Word, Excel.

# Languages: English, Hindi

# Personal Interest: Yoga/meditation, travelling, hiking and trekking.

# Interpersonal skills: Quick learner, team player, focused, analytical, convincing ability, output driven, punctual, flexible and solution oriented.

# I hereby declare that all the above information is true.

# Thank you,

# Rishi Ranjan Gupta