

## RESUME

**SHIVAM TRIPATHI**

**M.No- 8368300171**

**Email ID:- sshivamt4@gmail.com**

**Address- A-305, 1<sup>st</sup> Floor Derawal Nagar, Delhi-110009**

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### **Summary-**

Dedicated and empathetic Sales Executive professional with 3+ years of experience in providing excellent customer service and resolving complex issues. Adept at managing high-volume inquiries, utilizing problem-solving skills, and ensuring customer satisfaction. Proven ability to handle diverse customer needs, maintain positive relationships, and contribute to team success. Seeking to leverage expertise in customer service to enhance customer experiences and drive organizational success.

### **Professional Experience-**

#### **Sales Executive**

#### **FAST INFOTECH- JIO FIBER**

**Lucknow** (Feb 2021 – July 2024)

#### ➤ **Skills-**

- Strong verbal and written communication
- Active listening and rapport building
- Presentation and public speaking
- Customer relationship management
- Empathy and understanding customer needs
- Conflict resolution and problem-solving
- Adaptability in dynamic markets

#### ➤ **Education-**

#### **Master of Commerce (M.Com)**

#### **Business, Finance, and Commerce**

*Allahabad State University*

*2021-2023*

#### **Bachelor of Commerce (B.Com)**

#### **Business, Management, Economics, and Accounting**

*Allahabad State University*

*2017-2020*

#### **Intermediate (12<sup>th</sup>)**

*UP Board*

#### **Highschool (10<sup>th</sup>)**

*UP Board*

**Declaration-** I hereby that all the statements made above true and correct to the base of my knowledge and belief.

