

# RAJBIR SINGH

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- MBA Marketing with 3+ years of post-qualification experience in customer handling and various backend operations
  - Skilled at mediating conflict and coming up with creative solutions that benefit both the company and customer
  - Enthusiastic customer service professional working as a liaison between customers and corporations
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## WORK EXPERIENCE

- **Ameriprise Financial – Contact Center Specialist** **(May'21 –Present)**
  - Independently serving as the first point of contact for advisors, relationship partner, or clients regarding service requests, issues, policies, procedures and account information
  - Handling advisor related queries regarding their financial contracts
  - Working with onshore colleagues for escalation and de-escalation skills and handle complex queries
  - Educating clients and advisors on company systems, processes and policies
  - Process complex service transactions, or resolve account service casework
  - Cleared SERIES 6 FINRA
- **Amazon Development Centre (India) Private – CS Associate** **(June'20 – Mar'21)**
  - Responsible for handling clients based out of North America
  - Involved in handling post-order queries, conflict resolution, negotiation and de-escalation skills
  - Working with onshore Amazon colleagues to address any complex client query
  - Engaged in determining customer needs and provide appropriate solutions

*Received a recognition for effective performance within first six months of joining*
- **Cognizant Technology Solutions – Process Executive** **(Aug'18 – Apr'20)**
  - Responsible for creating online marketing strategies and developing digital advertising campaigns for small and medium sized businesses
  - Guiding and helping advertisers understand as to how to channel their money to derive optimum results with Google Ads
    - Also, making them understand the strengths and advantages of Google Ads; focusing on how Google ads with minimal cost can increase their visibility digitally and giving them tips on account optimization

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## EDUCATIONAL QUALIFICATIONS

Course (Stream)/Examination	Institution/University	Year of Passing	Performance
PGDM(Marketing & Finance)	Jagan Institute Of Management Studies	2018	62%
B.Com (Hons.)	I.I.T.M (GGSIU University)	2016	74%
AISSE (Commerce)	Mata Jai Kaur Public School	2013	67%
AISSE	Mata Jai Kaur Public School	2011	8.4 CGPA

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## AWARDS & ACHIEVEMENTS

- Participated in the seminar of “Digitalization Of Businesses” conducted by JIMS in 2016
- Won a Consolation Prize in singing competition at IITM in 4201
- Actively Participated in Street Play at Connaught Place, New Delhi in 2010
- Actively participated in various cultural activities conducted in school

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## POSITIONS OF RESPONSIBILITY

- **Prefect Community Outreach (2012-2013):** Organized various outreach trips to old age homes & homes for disabled children
- **Marshal (2010-2011):** Was selected for the school's student council as discipline in-charge & was responsible for overall school discipline

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## Other Interest & Activities

- Skills – MS Excel , MS PowerPoint , Communication , Team Management , Google Ads , Google Merchant Centre, Email Marketing Certification
- Hobbies & Interests – Learning classical vocal music, movies and travelling