

Curriculum Vitae

Name Eshan Mishra
Birth 07.03.1999 in India
Address 571/648,Hind Nagar, Kanpur road
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Education

August 2021-July 2023

School of Management Sciences, Lucknow, India

Master of Business Administration (Human Resource, International Business)
CGPA:8.0

Subjects-Human Resource Management, Operation Management,
Financial accounting, Managerial Economics, Business communication
Business Environment&LegalAspects,Management Information System

August 2018 - July 2021

School of Management Sciences, Lucknow, India

Bachelor of Business Administration (BBA- General)
CGPA: 8.2

Subjects-Financial accounting, Managerial Economics, Business communication
Financial Mathematics, Banking operations management, Organizational
Behaviour, Human resource management, Business policy,E-Commerce,
Entrepreneurship, International business, Company Law, Project management.

April 2016 – March 2018

St.Meera's Inter College, Lucknow, India

11th to 12th class

State Board: 76.6%

Subjects – Hindi, Physics, Chemistry, Biology, Physical
Education, English Core.

April 2014 – March 2015

St.Meera's Inter College, Lucknow, India

10th class

State Board: 70%

Subjects – English language and literature, Physics, Chemistry, Mathematics,
Biology,History & Civics, Geography, Computer and Moral Education

Work Experience

August 2021-January

2022

Paytm, Lucknow, India

Sales and Marketing Management Trainee

- On- field job and Office work
- Go out in market to do survey regarding the services provided by Paytm to shopkeepers and merchants.
- Convince the marketers and shopkeepers to purchase specially designed Audio machines, so as to ease UPI transactions.

Explained the benefits and advantages of using Paytm and other cashback

Offers

January 2021-March

2021

Anytime Fitness, Lucknow, India

Customer Relationship Manager

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.
- Meeting with managers in the organization to plan strategically.
- Expanding the customer base by upselling and cross-selling.
- Understanding key customer individual needs and addressing these.
- Conducting business reviews using CRM programs

Languages

- Hindi – A2
- English – C1
- French – C2
- Bengali –C2

Knowledge and Skills

Computer knowledge

- Microsoft Office (Word, Excel and PowerPoint)
- 10- Finger- Typing
- Adobe Photoshop
- Video Editing and Rendering

Case Studies

- Solved Apple, Skoda and McDonalds Case Studies

Certifications

- Merit certificate holder in Physics and Biology in 12th standard.
 - Got a winning certificate in IPL contest
 - Participated in National Olympiad (SCIENCES)
 - Got a winning certificate participation in AAGAMAN Fresher's Event in College
 - Won a gold medal in Carrom Board Competition at school Level
 - Participate in INDRA GANDHI INSTITUTE OF COOPERATIVE MANAGEMENT,LUCKNOW
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