

Ashish Sethi



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Summary

Business operation specialist in the domain of Client servicing & internet publishing.

Content Reviewer with demonstrated researching and communicating effectively in business like live patrolling, Image/video/texts audits.

Develop & retain high-performance teams, strengths in building strategic relationships.

Experienced in customer service/relationship building.

Worked in a dynamic environment and moulded according to the situation.

Experience



Customer Support Lead

BT Group

Jun 2022 - Present (8 months)

- Handling customer queries on Web Chat, E-mails and Social Media.
- Educate current and potential customers with product and service information.
- Support newly glide/hired batches
- Maintain accurate customer records.
- Extra mile -Checking available stocks, Pitching customers for additional contracts, device or sim only deal purchases and negotiating/converting them.
- Conduct sessions for the new updates.
- Analysing weekly reports, Make audits for better future results.



Content Moderator/Internet publishing

BIGO

May 2020 - May 2022 (2 years 1 month)

- Conducted content audits to identify gaps and redundancies of content.
- To make sure that the content doesn't involve any type of verbal, physical, malfeasance or evil practice.
- Providing users with the best quality experience on the platform.
- Providing feedback to the users on their activities.
- To make sure that the user doesn't violate organisation terms & conditions
- Analysing and reviewing user profiles, videos, and text-based content



Sales Associate/Relationship manager

magicpin

Mar 2019 - May 2020 (1 year 3 months)

- Driving revenue on a daily basis
- Ensure to smoothen the process of client constructability
- Engaged with customers to build rapport and lasting relationships

- Maintain a relationship with the client, Resolves their issue and move them to further assistance.



Network Marketer

RELIGARE HEALTH INSURANCE (RHI)

Jun 2017 - Aug 2017 (3 months)

- Tie-up with several experienced doctors with the organisation.
- Ease of visits for the patients to reachout there near by clinic's for the OPD's visits

Education



GLA University

Bachelor's degree, MARKETING AND HOSPITALITY MANAGEMENT

2016 - 2019

Skills

Performance Management • Management • Sales • Personal Development • Negotiation •
Performance Improvement • Microsoft Office • Quality Control • Research • Microsoft Excel

Honors & Awards



Pre-placement offer - Reporting Manager

Jun 2017

Pre-placement offer by the organisation after the completion of graduation.