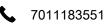
# Ashish Sethi



sethi.ashish7203@gmail.com



in linkedin.com/in/ashish-sethi-592910136

# 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.