Akash Singh

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Websites, Portfolios, Profiles

- https://introvertxiiviii.github.io/-Akki1208/

Professional Summary

Creative Business Development Manager with a deep understanding of web development technologies such as **JavaScript, HTML, CSS, Bootstrap, and jQuery.** Experienced in leveraging these skills to **enhance sales** and expand the customer base for companies. Proficient in program management and strategic planning, consistently driving successful initiatives and achieving business growth. Skilled in team leadership, fostering a collaborative environment, and effectively communicating with diverse stakeholders. Continuously stays updated on emerging technologies and industry trends, including the application of chatbot technologies like **ChatGPT**, to maximize business opportunities.

Work History

03.2021 - Current

Business Development Executive
SDS softwares - Noida, Uttar Pradesh

- Successfully generated new business via Upwork, and People Per Hour achieving profit growth targets.
- Managed over 20+ customer message/queriesper day, or "Increased sales by 10%".
- Used outstanding problem-solving and communication skills to appease dissatisfied customers.
- Evaluated sales and service processes to generate targeted improvement strategies and increase revenue opportunities.

- Analysed sales reports to identify trends and update strategies.
- Account Management and Client handling
- Optimised sales methods to best engage, acquire and retain customers.

02.2020 - 02.2023

Accreditation IEML (India Expo Mart)
BMS Book my Show (1 month) - Greater Noida, Uttar Pradesh

- Facilitated team-building sessions to build rapport with staff.
- Auto Expo Team member's cards making
- Ticket selling
- Freelance
- Processed room booking requests, invoices and payments for external hirers.
- Event Management

06.2020 - 12.2020

Paytm
Customer Supportive - Noida, Uttar Pradesh

- Designed displays to showcase baked produce.
- Handled complaints in calm and diplomatic manner, organising refunds or replacements as required.
- Collaborated with tech specialists to resolve complex product issues.
- Responded to calls and web chats within target timeframes, handling 6+ per hour.
- Offered prompt solutions to maintain customer satisfaction.
- Offered detailed advice on product and service benefits.
- Recorded customer communications to maintain proper documentation.
- Scheduled customer appointments and sent reminders to maintain active schedule.

Skills

- Chat GTP
- Lead Generation
- Code reviews
- HTML coding
- CSS coding
- Bootstrap

- JavaScript
- Proposal Writing and clients Piech needs
- Canva (design tool)
- MS Excel
- SMM
- Communication skills

Education

2023 - Current

Online certification , @ Udmey Full stack Web development Course, Appbrewery - Dr Angela yu

2023	●	Online certification , Udemy , FIGMA Design Cource - Online by Daniel Walter Scott
03.2020	●	Bachelor of Computer Applications , University, Kalinga University Raipur - Raipur
		• Pursuing my Bachelor of Computer application from Kalinga University Raipur
2012 - 2019	●	High School Diploma, Higher Studies 10th 12th from CBSE , Assis Convent School - Noida, Uttar Pradesh

Languages ●

English

Fluent

Hindi

Advanced

Punjabi

Intermediate

Personal Details ●

Date of Birth / Age: 13/11/1999 / 23

Nationality: Indian

Marital Status: Single

Gender: Male

Religion: Hindu