

## Resume – Ashish Chauhan

### Contact Information

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Location: Delhi, India

### Career Objective

Solutions-focused, meticulous, and result-oriented professional with over 5 years of diverse experience in customer service, backend operations, and e-commerce freelancing. Skilled in account management, client servicing, and sales optimization. Adept at combining financial knowledge with digital business strategies to deliver measurable results and customer satisfaction.

### Work Experience

- Freelancer – E-commerce Account Management  
Self-Employed  
(Year – Present)
  - Manage client accounts on online business platforms, ensuring smooth operations and growth.
  - Assist clients in boosting sales through catalog creation, product listing optimization, and promotional strategies.
  - Provide end-to-end support including onboarding, account setup, and operational clarity.
  - Build long-term client relationships through effective communication and problem-solving.
- Vacillate Info Solution Pvt. Ltd. (formerly Accosting Infotech Pvt. Ltd.)  
Customer Service Desk Executive  
Sep 2016 – 2022
  - Provided technical support to existing/new customers.
  - Handled customer queries with “First Call Resolution.”
  - Converted technical queries into sales leads.
- Allied Infoline Pvt. Ltd.  
Quality Analyst  
Apr 2016 – Jun 2016

- Led a team of 4 executives, setting daily/weekly/monthly targets.
- Ensured SLA & TAT compliance.
- Mentored team members and reported performance to management.
- Internet Research Associate  
Sep 2014 – Mar 2016
- Conducted extensive online research for Cvent (event management technology).
- Specialized in email, address, product, pricing, competitor, and trend research.
- Created and maintained databases for client use.

## Education

MBA in Marketing – Sobhit University, 2014

PG Diploma in Banking & Finance – TKWS Institute of Banking and Finance, 2013

Bachelor of Commerce (B.Com) – Delhi University, 2010

12th Board – CBSE, 2007

10th Board – CBSE, 2005

## Core Competencies

- Account Management & E-commerce Operations
- Customer Support & Relationship Management
- Backend Operations & Data Processing
- Catalog & Listing Optimization
- MS Office
- Internet & Market Research
- Time Management & Deadline Orientation
- Team Mentoring & Collaboration

## Personal Details

Date of Birth: 01-Feb-1990

Languages: Hindi, English