

Jaipal

**Bibipur Bara, Sikar, Rajasthan, INDIA, PIN- 332317 | +91-9079989203 |
jaipal.verma8@gmail.com**

Summary

Dedicated professional with a robust background in customer service, data entry, and website management. Skilled in extracting critical information such as "About" sections and product/service details, optimizing site SEO for enhanced discoverability. Proficient in MS Excel with certifications in both basic and advanced data analysis. Strong communicator with a track record of delivering exceptional customer service and maintaining confidentiality in handling sensitive information. Fluent in English and Hindi, with a solid foundation in technical and interpersonal skills essential for achieving organizational goals.

Experience

Resx Analytics LLP | External Executive

12/11/2020 – 30/11/2021

- Converted websites into smaller segments by extracting key information, including the "About" section and product/service details, and uploaded them to a designated platform in accordance with client specifications.
- I strategically optimized Google search results to bolster site SEO, thereby significantly enhancing online visibility and maximizing discoverability for targeted audiences.
- Experienced in handling highly confidential information and maintaining workplace confidentiality.

VKALP Outsourcing Services Pvt Ltd | Associate

12/01/2018 – 13/08/2018

- Gathered and provided product information to customers, facilitating lead generation and supplier connections via IndiaMART's platform.
- I facilitated seamless customer engagement by promptly delivering comprehensive supplier details via SMS, enabling direct interaction and expediting purchasing decisions. This streamlined approach ensured efficient procurement processes and heightened customer satisfaction.
- Delivered exceptional customer service, ensuring high levels of customer satisfaction.

Education

Vidya Vahini PU College, Bangalore, INDIA | Pre-University Education/High School

2011

Major: Science with Mathematics | Minor: Biology

Government School, Sikar, INDIA | Secondary School/10th Class

2009

Major: All subjects With English | Minor: Hindi

Skills & abilities

- **Technical Skills:** MS Excel (Certified by Simplilearn), Excel for Data Analysis (Certified by Udemy)
- **Communication:** Strong interpersonal skills demonstrated in customer service roles.
- **Data Handling:** Proficient in data entry and management of highly confidential information.
- **Languages:** English (Fluent), Hindi (Native)
- **Additional Skills:** Product knowledge, problem-solving abilities.