



Akhilesh Singh

I have a strong interest in technical tasks and enjoy working with tools like **MS Office (Word, Excel, PowerPoint), Adobe InDesign, Nimbus CRM** and leveraging the internet effectively for research and productivity. I am skilled in using **ChatGPT** for various purposes, such as problem-solving and idea generation. I am quick to accept new challenges and have the ability to complete them efficiently. Additionally, I thrive in team environments and enjoy collaborating to achieve common goals.



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Delhi, INDIA

SKILLS

Excel MS Office

Powerpoint

Chatgpt

Ed-Tech Sales

Lead Management (Hot/Warm/Cold)

CRM Tools (Nimbus CRM)

Student Counseling & Mentorship

Tele-counseling & Communication

Conversion & Follow-up Strategy

Product Demonstration (App & Features)

Relationship Building

Problem Solving

LANGUAGES

Hindi
Native or Bilingual Proficiency

Gujarati
Native or Bilingual Proficiency

English
Professional Working Proficiency

WORK EXPERIENCE

Customer Executive

Karvy Digiconnect (Iffco Tokio Insurance)

12/2019 - 07/2020

Noida

Achievements/Tasks

- Made reminder calls to customers for policy renewals, ensuring timely renewals and customer retention.
- Managed the regain process by contacting customers who had switched to other insurance providers and successfully persuading them to return by highlighting the benefits of Iffco Tokio Insurance.
- Delivered excellent customer service by addressing inquiries and providing solutions to enhance customer satisfaction and loyalty.

Content Developer

Gupta Edutech

06/2023 - 09/2024

Delhi

Book Publication company

Achievements/Tasks

- Collected and organized data using Excel to ensure accuracy and completeness.
- Implemented the structured data into InDesign to create and format books for publication.
- Managed and resolved customer inquiries, ensuring high levels of satisfaction.
- Developed strategies for new book launches, including market analysis and selection of titles to be launched.
- Played a key role in the planning and execution of book launch campaigns, from concept to rollout.

Business Development Executive - SALES

UNACADEMY (Sorting Hat Technologies Private Ltd)

09/2024 - 10/2025

NOIDA SEC 62, INDIA

ED-Tech Company

Responsibilities :

- Engaged with **NEET/JEE aspirants** to understand their academic needs, goals, and preparation level.
- Explained course features, **subscription** benefits, and guided students toward the most suitable learning program.
- Achieved course **sales targets** by building trust, resolving queries, and recommending the right subscription plans.
- Managed and tracked leads using **Nimbus CRM**; categorized hot, warm, and cold leads for efficient follow-ups.
- Prioritized active leads and maintained regular communication to increase engagement and conversions.
- Guided students on purchasing Unacademy courses and explained app features like live classes, test series, and doubt-solving tools.

EDUCATION

Civil Engineering

Gujarat Technological University

06/2014 - 06/2018

AHMEDABAD, GUJARAT