



Akhileshsingh Thakur

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.

Contact

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Address

Delhi, INDIA

Education

2014-2018

Bechelor of Engineering

Civil Engineering

Gujarat Technological University

Expertise

- **MS Office**
- **Ed-Tech Sales**
- **Lead Management (Hot/Warm/Cold)**
- **CRM Tools (Nimbus CRM)**
- **Tele-counseling**
- **Communication**
- **Conversion & Follow-up Strategy**
- **Product Demonstration (App & Features)**
- **Relationship Building**
- **Problem Solving**

Language

- **English**
- **Hindi**
- **Gujarati**

Experience

○ 09/2024 - 10/2025

UNACADEMY (Sorting Hat Technologies Private Ltd), Noida 62

Business Development Executive - SALES

- 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.

○ 06/2023 - 09/2024

Gupta Edutech, Delhi

Content Developer

- 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.

○ 12/2019 - 07/2020

Karvy Digiconnect (Iffco Tokio General Insurance), Noida

Costumer Executive

- 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.