





NITISH VERMA

Assistant Manager

Contact

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Hard Skill

- Customer Relationship Management
- Excel
- Google looker studio basics
- Google Chrome
- VLC
- LibreOffice
- VS code
- Linux
- Ubuntu

ERP Skills

- Ameyo
- Knowlarity
- Intercom
- Hubstaff

Soft Skill

- Observational skills
- Emotional Intelligence
- Cultural Sensitivity
- Leadership
- Adaptability/Flexibility
- Effective decision-making abilities
- Strong communication skills
- The ability to multitask effectively
- Exceptional management and organizational skills

About Me

I am passionate about helping companies reach their full potential and always looking for new and innovative ways to help them grow.

Professional Experience

Outlier | A.I Trainer | Senior Reviewer (Hindi and English Audio Transcription)

11/2025

- Key responsibilities:
- Review audio clips and confirm or correct the transcript until the confidence threshold is reached.
- Compare text responses from different language models (English and Hindi prompts).

BIJAK | Assistant Manager (Customer Experience)

12/2020-08/2024

Key responsibilities:

- building strong relationships with clients that are fostered by gathering customer feedback in real time.
- Increase customer satisfaction, loyalty, and advocacy.
- Assisting with on-going training for strategic growth resource teams.
- managing customer information to drive sales into the business and increase customer retention.

IDS KISAN NETWORK | Executive

05/2019 - 11/2019

Key responsibilities:

- Taking Market (Mandi price) Insights.
- Meeting with Mandi commission agents to make a profitable deal as per the company inventory.
- Onboarding customer/ commission agents on company's platform.

SUNDROP FOODS INDIA PVT. LTD. | ROUTE SUPERVISER/EXPANSION EXECUTIVE

12/2016 - 07/2018

Key responsibilities:

- To Guide The Ready Stock Unit to Place Right Product To Right Market.
- Market Expansion in Rural Area.
- Handling collection activities.

Education Background

- High school
Board Of School Education Haryana
Completed in 2009
- Secondary School
Board Of School Education Haryana
Completed in 2011
- B.A(MSME) IGNOU

Achievements

07/2020 – 07/ 2021

Got Promoted From Executive to Senior Executive Within 1st Year Of Joining, Meeting All Organizational expectations.

08/2021 – 03/ 2022

Achieved Milestone Of Over than \$14 Mn. Of Gross Merchandise Value (G.M.V.) In The Second Year Of Joining and promoted to Assistant Manager (BD)

SHREE SHANKAR ENTERPRISES | Senior Sales Executive

06/2015 – 12/2016

Key responsibilities:

- Manage sales and supply related activities.
- Ensure Smooth operations by timely delivery of ordered products.
- Handling a team of 3 executives.