

# **ANURAG CHHABRA**

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## ❖ **CONTACT**

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## ❖ **SKILLS**

- CRM
- Siebel CRM
- Salesforce.com
- Business Management
- Research/Administration

## ❖ **EDUCATION**

- 12<sup>th</sup> from Ryan International School, Vasant Kunj Delhi
- B Com (Hons) from Delhi University 2000 - 2004

## ❖ **Certifications**

- GNIIT from NIIT
- Shopping Ads certification from Skillshop
- Project management certification from e-Learning College
- Six Sigma yellow belt certification from Skillsoft
- Product management certification from Skillsoft
- Pursuing CSM certification from Simplilearn scrum master notes

## ❖ **EXPERIENCE**

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**Sr SEO Project Coordinator (short term project) | Page Traffic company, Noida | 27<sup>th</sup> Sept 22**  
**till Date**

- Worked on SEO keywords research, keyword mapping
- Worked on social bookmarking, PDF submissions, infographic submissions
- Worked on audit reports for different regions

**Customer Care Manager| Continental Software Solutions Ltd, Noida | 1st May 2021 -Till 29<sup>th</sup> July 22**

- Handling client follow up queries across globe and DWTC
- Looking also Indian clients as well regarding website design and development changes with designers and developers.
- Managing all round the year trade shows assignments of DWTC. Creating exhibitors logins on online manuals.
- Resetting login password details on online exhibitors manual.
- Managing attendance record in excel format spreadsheet for employees on monthly basis. Posting content/articles on Content Management System (CMS) for static & dynamic websites. Uploading e newsletter for Indian clients on monthly basis by coordinating with designers timely. Managing pending sheet for Indian, DWTC, UK regions on daily basis.
- Working on mobile optimization responsiveness for clients.
- Checking newsletter, articles posting for clients website on monthly basis.
- Working on content updates as per client requests on website changes in interface from back office portal to front end.
- Checking and working on visitor, exhibitors registration forms on websites in tandem with developers
- Working on functionality of websites like whatsapp logo hovering, enquiry form
- Uploading Agenda in coordination with designers on client website
- Representing CRM department on behalf of My World of Expo

**Executive CRM| Cloudatax Biz India Ventures Pvt Ltd, Noida | 26<sup>th</sup> Nov 2020 -till 28<sup>TH</sup> Feb 2021**

- Working on client KYC's activation process in order to provide internet connection services of Rail wire project
- Passing on technical queries to CRM technical and backend teams
- Handling customer queries on MH and UP portals of Rail-wire project
- Started to work on other project of Timbl broadband services for ANP partners across PAN India

**Business Development cum Admin Executive | Nextec Services, Gurgaon | Feb 2019 - Sept 2020 (Contractual Job)**

- Counseling with Directors/Principals/Deans of schools/colleges of India regarding courses
- of College de Paris University
- Working on email campaigns on mailchimp.com

**Entrepreneur |Business Handling, Faridabad | August 2009 - Nov 2018**

- Handling complete business cycle myself.

**CRM Data Management Administrator | Thomson Reuters, Bangalore | Oct 2007  
- May 2009**

- Creation of siebel user ids, deactivation of ids, change of profiles, transferring technical issues to CRM core development and support teams.

**Resource Assistant | Mckinsey Knowledge Centre, Gurgaon | Mar 2007 -  
Sept 2007 (Contractual Job)**

- Accountable for carrying out research work for different type of companies like conglomerates, NGO's, help centers, educational centers etc.
- Pulling CEO, CFO, financial reports as well

**Operations Trainee | Infocon Systems Ltd, Faridabad | June 2004 - Feb2007**

- Preparing monthly transactions reports to be sent to USHead office for review.
- Carrying our research activities on google sites as per company Norms

