

DWEENDRA VERMA

Location: Gandhinagar, Gujarat, India

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Objective :

I am a mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task. I possess excellent communication skills, and I have the ability and experience to relate to a wide range of people. I enjoy learning new things, I can work very well under pressure and I have the experience to handle customer complaints and solving problematic situations. I am a dynamic and goal-oriented professional with a diverse background in sales, customer support, business development, AI training, Recruiter and payroll assistance. Seeking to leverage my experience in AI projects, data collection, and search engine evaluation to contribute to innovative and impactful AI training roles. Eager to apply my skills in AI and machine learning while continuing to grow and adapt in a fast-evolving technological environment.

Skills :

- **AI & Machine Learning:** Experience with AI training, data annotation, and search engine evaluation.
 - **Programming & Data Tools:** Familiarity with tools and languages like Python, Excel, and data collection software.
 - **Communication & Writing:** Fluent in English, Hindi, and Gujarati (spoken, written, and reading).
 - **Customer Service & Sales:** Proven track record in customer support, sales, and business development.
 - **Research & Analysis:** Skilled in conducting online research, data transcription, and evaluation of search engine results.
 - **Project Management:** Adept at managing tasks, meeting deadlines, and delivering results in fast-paced environments.
 - **Mathematics Skills :** Proficient in advanced mathematical disciplines, including Algebra, Geometry, Calculus, Linear Algebra, Combinatorics, Topology, Differential Equations, Probability Theory, Statistics, Complex Analysis, Discrete Mathematics, and Mathematical Physics.
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Education :

- **B.Tech (Information Technology)**
Rajasthan Technical University, 2014
 - **Senior Secondary Education (12th Grade)**
Rajasthan Board of Secondary Education, 2010
 - **Secondary Education (10th Grade)**
Gujarat Secondary and Higher Secondary Education Board, 2007
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Professional Experience :

AI Training Projects On multiple online platforms.

- Participated in multiple AI training projects, including Search Engine Evaluation, Google Maps Evaluation, Data Transcription, and Data Collection.
- Contributed valuable insights for improving AI models through data labeling and task completion.

Lexihut Legal & Medical Services Pty Ltd

October 2024 – Present

- Developing and executing targeted email marketing campaigns to generate leads.
- Managing email databases and ensuring high deliverability rates.
- Analyzing campaign performance and making data-driven improvements.

Business Development Officer & Email Marketer

Globezen Fntech Pvt Ltd

October 2022 – October 2024

- Develop and implement strategies for business growth.
- Handle email marketing campaigns to generate leads and maintain client relations.

Recruiter and payroll assistance -Talent Acquaintance (Work From Home- Contract Basis)

June 2020 – September 2022

- Managed end-to-end recruitment processes, including candidate sourcing, screening, and interviews.
- Assisted in payroll processing and ensured timely salary disbursement.
- Maintained accurate records of employee data and payroll documentation.
- Coordinated with HR teams to streamline hiring and payroll operations.

Customer Support Executive**Firstsource Solutions Ltd***February 2018 – April 2020*

- Provided exceptional customer support and resolved queries efficiently.
- Maintained high customer satisfaction levels by handling various issues across platforms.

Chat Support Representative**Tech Mahindra Ltd***February 2017 – December 2017*

- Responded to customer inquiries and resolved technical issues through chat support.
- Achieved high customer satisfaction ratings with excellent communication and troubleshooting skills.

Sales and Marketing Executive**Mars International India Pvt Ltd***January 2015 – August 2016*

- Developed marketing strategies and sales promotions to increase brand visibility.
- Contributed to the growth of sales targets through innovative approaches and teamwork.

Languages

- **English:** Fluent (Written & Spoken)
 - **Hindi:** Fluent (Written & Spoken)
 - **Gujarati:** Fluent (Written & Spoken)
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