

HITESH KARWANI

CUSTOMER EXPERIENCE SPECIALIST

WORK EXPERIENCE

Customer Experience Specialist

GenieTalk | Dec 2019 - present

Indore

- Collaborating with Developers, Vendors for APIs issues & enhancements
- Building Cohesion with clients and team
- Quality Assurance for the inhouse product & prepare detailed reports
- Managing socials of the company (Insta, FB, Twitter)
- Leading and driving support function with ticketing response, trending, and overall service improvement

Entrepreneur

URBANITY | Oct 2018 - Nov 2019

Bhilai

- Targeted corrective actions with facilitated communication
- Evaluated suppliers quality, timeliness, & compliance with deliveries
- Maintain Tight Cost controls to maximize Business Operational Efficiency

Public Relation Officer

CTV Middle East | Nov 2017- June 2018

Ajman, United Arab Emirates

- Processing of all types of Visa Applications
- Maintain and update the Free-zone sites
- Coordination with international clients, for business setups (Licence, Visa, Office Spaces)
- Developing good working relationships with the clients
- Advertising on different portals like Dubizle, Expatriates, Classified, LinkedIn, Instagram, etc

Digital Marketing Manager

UDJ2U Infotech | Feb 2017 - Oct 2017

Jabalpur

- Online Marketing Campaigns
- Client generation, networking, & prospecting to develop new leads
- Client Engagement, Content writing, and designing.



CONTACT ME AT

✉ hiteshkarwani@gmail.com

☎ +91-9827332594

in [hiteshkarwani](#)

📍 Indore, Madhya Pradesh

SKILLS SUMMARY

•••• Customer Management

•••• Team Management

•••• Vendor Management

•••• Quality Analyst

•••• Operational Management

•••• Social Media Management

•••• Process Improvement

EDUCATIONAL HISTORY

📖 SYMBIOSIS
PGDBF (PURSUING)

📖 PT. RSU
BACHELORS OF COMMERCE

📖 ST, JOHNS (CBSE)
HIGHER SECONDARY EDUCATIONS