

SATYAM SINGH

66, Ashok Nagar, Agra, Uttar Pradesh – 282002
+91 7060931691 | satyamsingh16703@gmail.com
linkedin.com/in/satyam-singh16

Professional Summary

Motivated and self-driven B.Sc Mathematics graduate with strong communication, sales, and customer service skills. Hands-on experience in managing online businesses including digital top-up services and e-commerce book sales. Proven ability to handle customer inquiries, promote products online, manage orders, and maintain client satisfaction. Open to roles in sales, support, operations, and business development with a willingness to learn and grow.

Core Competencies

- Customer Service & Sales Support
- Online Business Operations
- WhatsApp & Social Media Marketing
- Order Coordination & Follow-ups
- Communication & Interpersonal Skills
- CRM Tools & Excel (Basic)
- Time Management & Problem Solving
- Digital Payments & UPI Handling

Experience

Online Business Owner – Game Top-Ups & App Subscriptions (2022 – 2025)

Self-Employed / Remote

- Managed digital top-up services and premium app subscriptions for clients across platforms
- Handled daily customer support via WhatsApp, UPI, and Telegram
- Promoted services on Instagram, WhatsApp groups, and referrals
- Built and retained a loyal client base through fast service and trust
- Learned digital product handling, customer retention, and mobile payment flows

Family Business Assistant – Books E-commerce (2020 – 2023)

Self-Employed / Home-based

- Managed daily online orders, customer queries, and order updates
- Handled communication with delivery partners and resolved customer issues

- Maintained basic stock records and assisted in product listing
- Gained hands-on experience in customer service, coordination, and follow-ups

Independent Futures & Forex Trader (2023-2024)

Self-Initiated / Remote

- Traded in currency and futures markets using platforms like MetaTrader and TradingView
- Conducted technical analysis, maintained a trade journal, and followed financial news
- Gained strong decision-making, discipline, and financial market awareness
- Developed risk management strategies and tracked personal trading performance

Education

- Bachelors In Science in Mathematics
Dr. Bhimrao Ambedkar University, Agra (2022 – Present)
- Senior Secondary Certificate (12th)
Simpkins School, Agra (2020 – 2021)
- Secondary School Certificate (10th)
Simpkins School, Agra (2018 – 2019)

Technical Skills

- MS Excel, Word & PowerPoint
- Google Docs, Sheets & Gmail
- CRM Tools (Zoho, Freshdesk – Basic)
- Telecalling Tools & WhatsApp Business
- Email & Chat Support

Soft Skills

- Problem Solving
- Listening & Empathy
- Adaptability
- Positive Attitude
- Multitasking
- Attention to Detail

Career Objective

To secure a dynamic role in sales, support, or business operations where I can apply my customer handling, digital business, and communication skills while gaining industry experience and contributing to team success.