



## Rajbir Singh Cheema



### Profile

**Great strategist and problem solver by heart!**

I am passionate about work where user is at the center and the user experience and product function goes hand in hand. I love complex problem solving and enjoy working in multidisciplinary team as well as immerse myself into individual tasks. I have a positive mind and good ability to adapt and create stable environment around me. I am patient, considerate and structured. I do not hesitate to take the lead & strive to do best at all times.

### Contact

- +91-81467-96464
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### Personal

Birth - 30-06-1984 , in Mumbai.  
Currently living in Ludhiana.

### References

Available on request

### Total Experience

- 3 Years in Telesales.
- 3 Years in Customer Service.
- 6 Years Freelance in Digital Marketing

### Educational Qualification

- B.A Graduate from Delhi University from 2005 till 2008.
- 10+2 from C.B.S.E from 2003 till 2005.
- 10th from C.B.S.E from 2002 till 2003.

### Professional Qualification

- Diploma in communication skills from Legends Personality Development and Coaching Center.
- Dell Certification for Technical Support Specialist.

### Computer Skills

- MS Office ★★★★★
- Photoshop ★★★★★
- Illustrator ★★★★★
- Corel Draw ★★★★★
- Hit-Film Pro ★★★★★
- PHP ★★★★★
- C-Panel ★★★★★

### Languages

- English ★★★★★
- Hindi ★★★★★
- Punjabi ★★★★★

### Experience

- Worked as Telesales executive in R&A Info Solutions From March 2004 to April 2005.
- Worked as senior Call Center Executive in Shannon Call net. From June 2005 to May 2006.
- Worked as Senior Technical Support Associate in Dell From May 2006 to March 2007.
- Worked as Team Leader in Teleperformance Gurgaon in tech support (AOL Process) from April 2007 till Dec 2008.
- Worked as Team Leader in Miran solutions in UK outboud process 3G Mobile's from Dec 2008 till June 2009.
- Worked as Team Leader in Iyogi In House Process (Gurgaon) From June 2009 till Oct 2010.
- Worked as Project Leader in Google (Bangalore) From Nov 2010 till Jan 2012.
- Worked as Digital Marketer (Freelance) from April 2014 till Jan 2019.
- Currently working as Designer and Developer for OECC from February 2021 till date.

### Brands worked with for Digital Marketing

- Avon Cycles
- Hero Cycles
- Bacardi
- Steady Steps Pre-Nursery School
- Seniors Mantra NGO
- TAN Clothing
- Tammy,s Bakery Australia
- Ignite Model United Nations
- Art Studio

### Projects

- DIVINE VISION – V/A training and Team development, SME training program. - Duration 6 Months.
- COSMOS – Online tool for America Online in house technical support process to assist agents in troubleshooting AOL applications. - Duration 4 weeks.