

HANSH SUGNERU

60 Feet road, Bhayandar West • 9321 786 676 • hanshsugneru01@gmail.com
www.linkedin.com/in/hanshsugneru1010

SUMMARY

Results-driven Digital Marketing enthusiast with over 2 years of experience in customer support, virtual assistance, and client communication. Skilled in Social Media Marketing, Content Marketing, Search Engine Optimization (SEO), Google Analytics (GA4), Email Marketing, and digital marketing tools. Proven ability to manage high-volume customer interactions, improve response times, exceed performance targets, and maintain exceptional customer satisfaction. Seeking to leverage analytical, communication, and digital marketing skills to contribute to organizational growth, enhance brand visibility, and achieve business objectives.

WORK EXPERIENCE

Operation Customer Expert II	May, 2025 - June, 2026
- Resolved customer queries through email and chat support across international markets, delivering prompt and accurate resolutions while maintaining quality and compliance standards. - Coordinated with users and internal departments to ensure efficient issue resolution, while managing disputes and appeals on platform review systems. - Maintained an average Customer Satisfaction (CSAT) score of 95% and consistently achieved Quality Scores of 97%+ throughout employment. - Exceeded monthly performance targets by 100% or more while maintaining a 100% Conformance Score and 100% Schedule Adherence. - Achieved an average Process Knowledge Score of 99% and a Throughput Rate of 99%, demonstrating exceptional operational efficiency and product expertise.	
Virtual Assistant Hire My Assistants	December, 2023 - February, 2025
- Managed 180+ executive emails daily and 10+ social media/customer interactions. - Reduced average response time by 20% through efficient issue resolution and workflow management. - Maintained an 86% customer retention rate through proactive customer relationship management. - Prepared reports, presentations, and spreadsheets supporting business operations. - Consistently exceeded monthly performance targets with approximately 10% month-over-month performance growth. - Supported customer engagement initiatives through email communication and social media interactions.	

EDUCATION

Bachelor of Management Studies (BMS)
- Sheila Raheja School of Business Management & Research, Mumbai University Graduated: April 2025
Higher Secondary Certificate (HSC)
- K.P.B. Hinduja College, Mumbai University Completed: April 2022

ACADEMIC PROJECT

Navigating the Financial Landscape: A Roadmap to Career Success

- Conducted extensive research on financial markets, investment banking, fintech, risk management, and career opportunities in finance.
 - Analyzed industry trends, technological advancements, and the impact of globalization on financial services.
 - Performed data collection, analysis, and interpretation to identify opportunities and challenges in the finance sector.
 - Developed strategic recommendations and career roadmaps based on research findings.
 - Produced a comprehensive research report covering financial institutions, emerging technologies, and professional development pathways.
-

CERTIFICATIONS

- Fundamentals of Digital Marketing – Google Skillshop
 - Google Analytics Certification – Google Skillshop
 - Google Ads Search Certification – Google Skillshop Advanced
 - Creative Media (Graphic Design, Photo Editing & Video Editing) Ongoing
-

SKILLS

Digital Marketing

- Social Media Marketing
- Content Marketing
- Search Engine Optimization (SEO)
- AEO (Answer engine optimization)
- Keyword Research
- Technical SEO
- Email Marketing
- Google Analytics (GA4)
- Google Ads
- Meta Ads

Marketing Tools

- WordPress
- Canva
- Adobe Photoshop
- SEMrush

AI Tools

- ChatGPT
- Google Gemini
- Claude AI
- Canva AI
- Grammarly AI
- CapCut AI