

SHIVAM CHINYOY

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CAREER OBJECTIVE

Result-oriented professional with 5.5 years of experience including 4+ years in Email Management, Customer Communication, and Operations. Skilled in manual email marketing, client coordination, and issue resolution. Seeking a Business Development / Email Marketing role to contribute to organizational growth.

PROFESSIONAL EXPERIENCE

Real11 Fantasy Sports | Noida

Email Specialist (2021 – 22 September 2025)

- Managed manual email marketing, user communication, and client coordination.
- Drafted structured email campaigns, follow-ups, and policy communication.
- Reduced query turnaround time by 30% through improved workflow.
- Handled withdrawals, KYC, account issues, and escalations.
- Improved user retention through effective communication.

Administrative Operations (2019 – 2021)

- Assisted in backend coordination, documentation, and customer handling.

EDUCATION

- BCA (Pursuing) – Rudra Institute of Technology, Meerut (CCSU)
- 12th – D.N. Inter College, Uttar Pradesh
- 10th – Kamred K.K. Ashok Smarak, Uttar Pradesh

SKILLS

Technical Skills: Excel (Advanced), HTML, Python, C Language

Professional Skills: Email Drafting, Cold Emailing, Customer Support, CRM Handling

Soft Skills: Time Management, Team Collaboration, Adaptability

ACHIEVEMENTS

- Delivered 100% accuracy in user email communication.
- Improved customer retention and trust through effective communication.

ADDITIONAL DETAILS

Languages: Hindi, English

Availability: Currently not working | Immediate Joiner