

Shivam Mamgain
Associate Analyst
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PROFESSIONAL SUMMARY:

Dynamic and results-driven professional with proven experience in business development and customer support across IT staffing and e-commerce industries. As a **Business Development Executive** at Holistic Partners INC., successfully built and nurtured Tier 1 vendor relationships, negotiated competitive contracts, and aligned recruitment strategies to meet client needs, driving consistent job placements and pipeline growth. Previously, as a **Virtual Customer Support Specialist at Amazon India** Development Center, delivered exceptional customer experiences for U.S. clients, earning multiple awards and recognition as a top performer and Subject Matter Expert (SME). Skilled in stakeholder management, vendor engagement, performance tracking, and process optimization, with a strong ability to bridge business objectives with operational excellence.

SKILLS:

- Leadership
- Literacy
- Microsoft Office
- Management
- Customer Service
- Reliability
- Communication
- Customer Support
- Team Management

Business Development Executive | Feb 2025 - Jun 2025

Holistic Partners INC.

- Fostered and maintained strong vendor relationships with Tier 1 companies, including Kforce, TekSystems, Compunnel INC. and Innova Solutions, to drive business growth and ensure consistent job placements.
- Managed and tracked vendor accounts by monitoring recruitment performance metrics, including the number of requirements submitted, placements made, and job offers received.
- Collaborated with internal recruitment teams to ensure timely and efficient candidate sourcing and placement, improving overall client satisfaction and retention.
- Acted as the primary point of contact for Kforce, ensuring clear communication and alignment on recruitment needs, deliverables, and expectations.
- Negotiated competitive rates and contractual terms with vendors to maximize profitability while maintaining long-term business partnerships.
- Identified new business opportunities by analyzing market trends and vendor requirements, contributing to pipeline growth and strategic client acquisition.

Virtual Customer Service Associate | Aug 2022 - Jul 2024

Amazon India Development Center

- Developed and maintained customer service support systems to streamline customer interactions and increase customer satisfaction.
- Provided customer support to American customers, addressing various queries and issues.
- Resolved queries through chat and emails efficiently.
- Received multiple awards for outstanding performance.
- Served as a Subject Matter Expert (SME), mentoring and guiding colleagues.
- Consistently recognised as a top performer within the team.
- Achieved the status of top scorer in the North India zone.
- Collaborated with cross-functional teams to escalate and resolve complex customer issues, ensuring timely resolutions and improved customer experience.
- Leveraged data-driven insights from customer feedback to recommend process improvements, contributing to higher efficiency and reduced resolution time.

EDUCATION:

- **Bachelors in Commerce | 2021 - 2024**
Maharaja Agrasen Himalayan Garhwal University
- **High School | Mar 2018 - Mar 2019**
AK Children's Academy
- **Intermediate | Mar 2020 - Apr 2021**
Bal Jagat Sr. Sec. School