

## **ROYCE GEORGE**

**Phone: +91 95391 09018 (WhatsApp / Signal enabled)**

**Email: roycegeorge18@gmail.com**

**Location: Kochi, India (UTC+05:30)**

### **TOTAL EXPERIENCE – 14 YEARS**

- Customer Support (semi-technical and non-technical) - 2 years
- Sales & Business Development (software services, products and solutions) - 4 years
- Web-Based Branding, Marketing & Business Services (for small & medium businesses) - 8 years

### **WORK EXPERIENCE IN BRIEF**

For the past 8 years, I have been working as an independent branding, marketing and business services consultant for small and medium businesses (across industry verticals) based in US, India and Australia. My work includes the following assignments and jobs...

- Web Designing - eCommerce / Non-eCommerce
- Comprehensive Social Media Management
- Image Editing / Creating Banners / Ads Using Adobe Photoshop
- Chat / Email / Voice-Based - Customer Support
- Online Business & eCommerce Management
- Brand Strategy, Development & Positioning
- Any Miscellaneous Jobs Which Can Be Executed / Delivered Online

Prior to working as an independent consultant, I have worked full-time as a Technical Support Officer with Convergys (now 'Concentrix') - A leading customer information management and business process outsourcing company based in the US. I have also worked with different software companies in a Business Development role to promote / sell software services, products and solutions in the US, EMEA and APAC regions.

### **CONSIDERATIONS**

I am searching for a long-term and stable customer support role (technical or non-technical) and would prefer to be a part of your company's chat / email / voice-based customer service operations. I have a very varied set of skills and experience, skills and experience that sometimes aren't attached to just one job category. So, when you look at my resume please don't conclude immediately that I am over-qualified for a position. Please assess my capabilities directly from my available set of skills / experience category vis-à-vis your requirements. Additionally, I am highly trainable but also very much comfortable in a self-reliant and self-learning work setting.

I am willing to work in a full-time role (8 hours per day) OR a part-time role (maximum 4 to 6 hours per day) which can be executed remotely. I am open to work regular night shifts or business hours which are relevant to your customer / client geography. I have the required infrastructure i.e. a high-speed internet connection, high performance laptop, extended screens, latest smartphone and a dedicated work station in a quiet area of my home. The remuneration won't be an issue if the work / role pays according to market standards and my experience in the specified domain. I am also willing to sign an employment contract / agreement if it has mutually respectful obligations, terms and conditions.

### **EDUCATION**

**B.E. (Bachelor of Engineering) in Computer Science & Technology**

Dr.B.A.M. University, Aurangabad, India

### **PERSONAL PROFILE**

**Citizenship Status:** Indian | **Passport Available:** Yes | **H-1B Visa Status:** Sponsorship Required

**Employer References:** Available

**Marital Status:** Single (Never Married)

**Languages Known:** English, Hindi, Marathi & Malayalam