
Contact

Mobile: 7980958060
Jorhat (Assam)
vsomani1996@gmail.com
D.o.B-4th Jan 1996

Certifications

- Project Management -Google
 - Achieved Certificate of Acknowledgement, Excellence and appreciation in Quantum.
 - Performer of the week 4 times in Think and Learn Pvt. Ltd.
-

Skills

- Microsoft Office (Word,Excel,Powerpoint)
 - Management skills
 - Leadership experience
 - People skills
 - Analytical thinking
 - User Experience
-

Platforms

- Salesforce
 - Leadsquare
 - Ameyo
 - Freshdesk
 - UX Achieve
 - Orderhive
-

Language

English
Hindi
Assamese

Education

- Graduated from Shri Shikshayatan College Kolkata- 2017 (B.Com Hons)
- One year of interior designing course from Ex-In Kolkata
- Schooling from Assam Rifles Public School Jorhat

Vaishali Somani

An enthusiastic and high energy driven professional with hands on experience in sales and marketing ,customer service industry and operations. Dedicated and hardworking.
Eager to learn and compassionate.

Experience

Company Name | Masai School | April 2023 - Present

Job position here -

Role-Operation Manager

- **Oversee and coordinate projects** related to process improvements, system implementations, operational changes and develop project plans, allocate resources, monitor progress, and ensure successful project completion.
- **Connect with cross functional teams** to execute different projects and initiatives ensuring alignment with organizational goals and timely delivery.
- Collaborate with the CEOs , HR and external partners to **understand their requirements** and accordingly assist with the right leads.
- **Generating new leads for business growth.**

Company Name | Think and Learn Pvt. Ltd | Dec 2019 - Jan 2023

Job position here -

Role-Senior Student Success Specialist.

- Worked as a **POCs for escalations** like logistics escalation, social media escalation and financial escalation.
- Being a part of core team of **newly launched projects** -Byjus Online Classes and Mentor Connect Application..
- **Trained and supervised** a team of around **7-10** new joiners every month.
- **Team management**, maintaining excel sheets and **employee engagement** activities- team outings, cultural events.
- **Drive performance** and success within the team.
- Listen to team members feedback and **resolve any issues or conflicts.**

Role-Product Specialist

- Product adoption for newly enrolled users. Assisted almost **10000** plus customers.
- Connect with **50 plus clients on a daily basis** and provide knowledge on the product and assist them with their queries and concerns to ensure proper resolution.
- Maintained **SLAs for the database** and ensured timely completion of the data provided on weekly basis with almost **100** plus customers onboard.
- Enhance customer satisfaction and improve customer engagement.
- **Retention handling of 50% customers** on monthly basis and also assisting irate customers onboard.

Company Name | Quantum-The Leap - Kolkata | Sep 2017 - Oct 2018

Job position here-

Role - Business Associate

Roles and Responsibilities-

- Specialization in Sales and Marketing wherein there was a direct interaction with the customers through direct sales and generate revenue for the association.
 - Also worked as a team leader and formed my own team by hiring people.
 - Client Representation, New Customer Acquisition.
 - Worked for the **client -NGO** -Plan India for fund raising campaign.
 - Converted **negative customers.**
 - Training and Development, Business Communication.
 - Quality Management and Brand Awareness of the client **-Plan India.**
 - Travelled to different cities for the **campaign promotions.**
 - Generated a revenue of more than **3.5L** over an year.
-