



MONIKA KUMARI

Contact Me



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Social Profile



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<https://www.facebook.com/profile.php?id=100021629213227&mibextid=ZbWKwL>

Other Info

Skills

Teamwork and Collaboration
Document and record management
Customer Data Confidentiality

Awards

State Level Badminton Player

Languages

Hindi English Bangali

Interest



About Me

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.



Experience

1/9/2021 -
30/5/2022

Infotech edge | Executive Assistant

- .Maintained company confidence and protected business operations by keeping sensitive information confidential.
- .Organized personal and professional calendars with reminders for upcoming meetings and events.
- .Filtered important calls and spam calls to help executives prioritize specific clients and expedite daily operations.
- .Managed daily invoices, reports and proposals.

27/6/2022 -
6/2/2023

vm one Technology | Assistant cum Business Development Executive

- .Developed growth plans by identifying key clients, key targets and priority service lines.
- .Facilitated and managed business development plan based on market and industry research.
- .Used data analysis and reporting tools to identify customer insights and optimize content performance.
- .Answered incoming phone calls to process requests, transfer calls, or relay messages to appropriate personnel.
- .Researched information related to [Area of expertise] for pieces.

Cooking , Video Games , Computer
Programing , Playing Badminton

Others
Html , Css , javaScrip , reactJS ,
Next js Developer

.Uploaded digital images for editing, archiving and electronic
transmission.

2023 -

Aps Innovation | Customer Relationship Executive

- .Conversed with customers to receive valuable feedback and
suggestions for improvement.
- .Updated databases with new and modified customer data.
- .Supported sales team members to drive growth and
development.
- .Assisted customer service representatives in troubleshooting
orders requiring special handling.
- .Resolved customer complaints and answered customers
questions regarding policies and procedures.



Education

2019 - 2022

**LNMU University Darbhanga - Darbhanga Bihar |
Bachelor of Arts : English Literature**