

**GEETANJALI SRIVASTAVA**

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**OBJECTIVE**

**EXPAND LEADERSHIP RESPONSIBILITIES, IMPROVE ORGANIZATIONAL ABILITY TO EXCEED CORPORATE GOALS, AND HELP OTHER ALL ALONG – TERMS COMMITMENTS MADE TO CUSTOMERS, DISTRIBUTION CHANNEL, EMPLOYEES AND THE COMMUNITIES WE LIVE IN AND THE MOST IMPORTANTLY TO "WORK"**

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**PROFESSIONAL EXPERIENCE**

- Excellent management skills developed through professional experience.
- Excellent documentations and strong communication skills with leadership quality.
- Strong time management and interpersonal skills with experience of working on multiple projects simultaneously.
- Highly proficient in handling customers/Clients to solve their queries with maximum satisfaction.
- Good understanding of Internet technologies.
- Strong analytical skills with an ability to reduce large issues into small manageable components.
- Experience in giving presentations on large scales.
- Capable of managing office administration.

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**January 2013 – August 2013**

**Weblink .in Pvt. Ltd, New Delhi, India**

**Client Servicing Executive**

Dealing with existing Foreign Clients for further Catalogue management and new Clients aligned for the growth of the business through Website Designing, Catalogue management, Current offers, managing new and existing offers in the portal, new launches, existing product management. Answering client queries. Editing the raw files shared by clients. Analyses of Weekly generation report for Domain Activation and ensure that maximum domains are activated within the stipulated time.

**Roles and Responsibilities:**

- Dealing with Foreign Existing / New Clients on Board for day-to-day activities.
- Exercise strong interpersonal communications skills with Clients and department personnel.
- Handling and answering inbound and outbound calls from across different Countries with multiple questions and complaints.
- Gather company Information for Designing of their website.
- Working 24X7 (As per the Business Requirement).
- Check the given company information on Google parameters.
- Step by step status update about the website.
- Maintain the weekly records for Domain Activations.
- Managing co-ordination between Clients, Sales department and Technical department.

**December 2013 – June 2014**

**Weblink .in Pvt. Ltd, New Delhi, India**

### **Client Servicing Executive**

Dealing with existing Clients for further Catalogue management and new Clients aligned for the growth of the business through Website Designing, Catalogue management, Current offers, managing new and existing offers in the portal, new launches, existing product management. Answering client queries. Editing the raw files shared by clients. Analyses of Weekly generation report for Domain Activation and ensure that maximum domains are activated within the stipulated time.

### **Roles and Responsibilities:**

- Dealing with Existing / New Clients on Board for day-to-day activities.
- Exercise strong interpersonal communications skills with Clients and department personnel.
- Handling and answering inbound and outbound calls from various parts of India with multiple questions and complaints.
- Gather company Information for Designing of their website.
- Working 24X7 (As per the Business Requirement).
- Check the given company information on Google parameters.
- Step by step status update about the website.
- Maintain the weekly records for Domain Activations.
- Managing co-ordination between Clients, Sales department and Technical department.

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**June 2014 – January 2015**

**Info Edge India Limited (Naukri.com)**

### **Client Service Executive**

Working for online job portal Naukri.com. Dealing with existing Corporate Clients for acquiring jobs and new Clients aligned for the growth of the business through maximum job post on Naukri Portal, to increase the maximum traffic on the Naukri job portal as per the job fashion we suggest them to post maximum jobs per day to get the maximum job seeker market share. Answering client queries at the same time. Editing the received jobs shared by clients as per the requirements. Analyses of Weekly generation report for job post and ensure that maximum job posts are being activated within the stipulated time. Taking care of certain Co-ordination at the same time Corporate Clients, Corporate Sales team, Job Posting team and Account Managers who is entitled for the particular company. Manage daily Reports accordingly with the clear updation to the reporting manager.

- Mapping of allocated accounts to acquire maximum unique positions out to get them posted on Naukri.
- Using Strong rebuttals to convince clients to make their jobs post on their respective Naukri account through us.
- Continuous strong co-ordination between Clients, Sales department and Posting department.
- Working 24X7 (As per the Business Requirement).
- Maintain the weekly records for job posts with their Activation status rather updating client for the same.

**Software**

- MS Office “Word”
- MS Office “Excel” (Basic, Usage and Comparisons of Maximum Filters and V-lookup.)
- MS Office “Outlook”
- MS Office “Power Point”
- Telephony and proprietary Call Centre Systems
- Expert in surfing on Internet

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**EDUCATION**

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BACHELORS OF COMMERCE – UNIVERSITY OF DELHI
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**PERSONAL DETAILS**

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- ◆ Date of Birth: 4<sup>th</sup> May 1989
- ◆ Marital Status: Married
- ◆ Interests: Painting, Reading Books, Socializing with New People

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: New Delhi

Date: 24<sup>th</sup> Feb. 2022

**(Geetanjali Srivastava)**