

Bhavna Yadav

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Education

University Of Montreal <i>LL.M.</i>	<i>Present</i> <i>Montreal, Canada</i>
CLC, Delhi University <i>LL.B.</i>	<i>Present</i> <i>Delhi, India</i>
Hindu College, Delhi University <i>Bachelor of Arts in Political Science (Hons.)</i>	<i>Present</i> <i>Delhi, India</i>

Experience

Administrative Coordinator & Social Media Manager <i>Medi Spa Ottawa</i>	<i>2023-05 – Present</i> <i>Ottawa, Ontario</i>
<ul style="list-style-type: none"> Oversee and manage daily administrative operations, ensuring seamless coordination between departments and optimizing workflow efficiency. Coordinate technician schedules, appointment bookings, and front desk operations, improving service efficiency by 30%. Implemented a customer service strategy that increased client retention by 30% through efficient response handling and issue resolution. Led a social media strategy that boosted engagement by 50% and increased online appointment bookings by 20%. Maintain and update the company's website, ensuring accessibility and accuracy of services. 	
Administrative Coordinator (2-Month Contract) <i>Athens Rugs Ltd.</i>	<i>2023-12 – 2024-01</i> <i>Ottawa, Ontario</i>
<ul style="list-style-type: none"> Managed office operations, including documentation, scheduling, and data entry, enhancing workflow efficiency. Processed customer inquiries and coordinated order fulfillment, reducing processing time by 15%. Assisted in financial record-keeping and maintained compliance with company policies. 	
Research Assistant to Dr. Anita Yadav, Assistant Sr. Professor <i>CLC, Delhi University</i>	<i>2022-01 – 2022-08</i> <i>Delhi, India</i>
<ul style="list-style-type: none"> Conducted research and administrative coordination for a government-funded project under the Ministry of Urban Affairs, India. Organized and facilitated academic seminars, conferences, and research paper competitions, improving institutional engagement. 	
Legal Intern <i>Adv. Balendu Shekhar (Additional Standing Counsel, GOI)</i>	<i>2021-09 – 2021-12</i> <i>Delhi, India</i>
<ul style="list-style-type: none"> Coordinated case management and documentation for arbitration disputes involving the National Highway Authority of India (NHAI). Conducted legal research using SCC, Manu Patra, and LexisNexis to support case preparation and streamline legal operations. 	
Legal Intern <i>Hon'ble Madame Justice Sangita Dhingra Sehgal (President, SCDRC)</i>	<i>2021-03 – 2021-06</i> <i>Delhi, India</i>
<ul style="list-style-type: none"> Managed legal documentation, case filing, and research support for consumer rights litigation. 	

- Maintained online legal databases and updated case progress on government portals.

Projects

Changing Dynamics of Liberty in India

None [↗](#)

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- Published paper in a national law compilation initiated by former Chief Justice of India, Justice Dipak Misra (2020).

Skills

Tools: Microsoft Office Suite (Word, Excel, Outlook), Google Workspace, Website management tools, Social media strategy

Languages

- English - Fluent
- Hindi - Fluent

Interests

Administrative Coordination, Project Management, Customer Relations, Social Media & Marketing