

Bhavna Yadav

📍 Ontario ✉ bhavna15yadav@gmail.com 📞 +1 (438) 270-7547

Summary

Results-oriented professional with expertise in administrative coordination and digital engagement, demonstrating a strong ability to optimize workflow efficiency and enhance client relations. Proven success in implementing effective social media strategies that bolster customer engagement and drive business growth. Adept at managing comprehensive office operations and maintaining high standards of service delivery in fast-paced environments.

Education

University Of Montreal

LL.M.

Montreal, Canada

CLC, Delhi University

LL.B.

Delhi, India

Hindu College, Delhi University

Bachelor of Arts in Political Science (Hons.)

Delhi, India

Experience

Administrative Coordinator & Social Media Manager

May 2023

Medi Spa Ottawa

Ottawa, Ontario

- Oversee and manage daily administrative operations, ensuring seamless department coordination to optimize workflow and enhance office productivity.
- Coordinate technician schedules, appointment bookings, and front desk operations, boosting service efficiency by 30% through streamlined processes.
- Implemented a customer-centric service strategy that improved client retention by 30% via efficient response and effective issue resolution.
- Spearheaded a dynamic social media strategy, increasing engagement by 50% and driving online appointment bookings up by 20%.
- Maintain and update the company's website to ensure service accessibility and accurate information presentation.

Administrative Coordinator (2-Month Contract)

December 2023 – January 2024

Athens Rugs Ltd.

Ottawa, Ontario

- Managed comprehensive office operations, including documentation, scheduling, and data entry, significantly enhancing workflow efficiency.
- Processed customer inquiries and coordinated seamless order fulfillment, reducing processing time by 15%.
- Assisted in meticulous financial record-keeping, ensuring strict compliance with company policies.

Research Assistant to Dr. Anita Yadav, Assistant Sr. Professor

January 2022 – August 2022

CLC, Delhi University

- Conducted detailed research and administrative coordination for a government-funded project by the Ministry of Urban Affairs, enhancing project delivery.
- Organized and facilitated academic seminars and conferences, bolstering institutional engagement and outreach.

Legal Intern

September 2021 – December 2021

Adv. Balendu Shekhar (Additional Standing Counsel, GOI)

Delhi, India

- Coordinated case management and documentation for arbitration disputes involving the National Highway Authority of India (NHAI), optimizing legal workflows.
- Conducted comprehensive legal research using SCC, Manu Patra, and LexisNexis, bolstering case preparation accuracy and efficiency.

Legal Intern*March 2021 – June 2021**Hon'ble Madame Justice Sangita Dhingra Sehgal (President, SCDRC)**Delhi, India*

- Managed intricate legal documentation, case filing, and research support for consumer rights litigation, improving case turnaround time.
- Maintained online legal databases and updated case progress on government portals to ensure current and accurate legal records.

Skills

Languages: Social Media & Marketing**Frameworks:** Administrative Coordination, Project Management, Customer Relations, Digital Marketing Strategies**Tools:** Microsoft Office Suite (Word, Excel, Outlook), Google Workspace, Website management tools**Languages**

- English – Fluent
- Hindi – Fluent