

# Bhavna Yadav

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## Education

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### 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

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### Administrative Coordinator & Social Media Manager

May 2023

Medi Spa Ottawa

Ottawa, Ontario

- 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.
- 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)

December 2023 – January 2024

Athens Rugs Ltd.

Ottawa, Ontario

- 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

January 2022 – August 2022

CLC, Delhi University

- 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

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).
- Conducted legal research using SCC, Manu Patra, and LexisNexis to support case preparation and streamline legal operations.

### Legal Intern

March 2021 – June 2021

Hon'ble Madame Justice Sangita Dhingra Sehgal (President, SCDRC)

Delhi, India

- Managed legal documentation, case filing, and research support for consumer rights litigation.

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

## Skills & Competencies

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**Administrative Coordination** – Expertise in office management, workflow optimization, and scheduling.

**Project Management** – Experience in coordinating projects, research initiatives, and event planning.

**Customer Relations** – Strong interpersonal skills for handling inquiries, issue resolution, and client management.

**Software Proficiency** – Microsoft Office Suite (Word, Excel, Outlook), Google Workspace, and website management tools.

**Social Media & Marketing** – Experienced in managing social media strategies for brand growth and customer engagement.

## Languages

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- English – Fluent
- Hindi – Fluent