

# CURRICULUM VITAE

## Diksha Shrivastava

**Address:** 16/1,JunilIndore

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## EDUCATION

- Bachelor of Commerce (Plain) from MKHS Gujrati Girls College, Indore.(2017-20)
- Higher Secondary Certificate from Shree KB Patel Gujrati Girls Higher Secondary School, Indore. (2017)
- Secondary School of Certificate from Shree KB Patel Gujrati Girls Higher Secondary School, Indore.(2015)

## EXPERIENCE

### **Admin & MIS Executive**

**B Odhavji & Company (Tata Steel),**

**June 2024 to May 2025**

- \* Develop and maintain MIS reports
- \* Analyse data to identify trends, variances, and opportunities for improvement
- \* Prepare and present detailed reports on a regular basis to management
- \* Ensure data accuracy and integrity by conducting regular audits and validations
- \* Collaborate with various departments to understand their data needs and provide necessary support
- \* Implement technological solutions to streamline data collection and reporting processes
- \* Stay updated with technological advancements and industry trends related to MIS

### **Team Leader**

**Bharat Futureminds**

**Apr 2023 to May 2024**

Experienced in Working with Entity software i.e. "Sara". Hiring and on boarding of agents. Maintaining attendance and salary structures. Working with senior Management to Develop training policies and Procedures for team members and Team Leaders. Assigning job roles and Responsibilities and regular performance evaluations of respective team in term of achievement goals consistently thorough call Quality mentoring and Productivity, developed specific learning objectives for each Agents, using training session, Investigated, Analyzed and resolved outstanding and upbringing issues, Monitored and maintained schedule adherence related to Working Frameworks. Coordinating Event Relating to training sessions, Staff meeting, Organization's Conference, seminars, and other daily schedule adjustments. Ensured the highest level of data integrity for decision-making purposes. Monitored and analyzed call statistics as well as program KPI'S.

**MIS Executive**  
**Tech Rudraum Pvt Ltd,**  
**Jan 2021 to Feb 2023**

Prepared monthly Performance Status Reports, Collated, analyzed and documented company's quarterly and half yearly performance details, Generated, maintained and analyzed Sales, Quality and Client Service reports, Reviewed history of current reporting, Monitored implementation of MIS processes and evaluated their effectiveness, Payroll management, Attendance sheet maintain, handling company software.

**ACHIEVEMENTS**

- Employee of the month of Tech Rudraum.
- Certificate of Appreciation from Tech Rudraum.

**SKILLS**

- Ability to multitasking, Team management, Problem solving
- Lead Generation
- E- Mail Working
- MS Office
- Advance Excel

**Hobbies**

- Reading
- Listening to music
- Drawing

**Personal details**

- Date of birth: 20/05/2000
- Father's Name: Mr. Mukesh Shrivastava
- Language knows: Hindi and English