

# Jiwati Jamariya

To pursue a challenging career in an organization where I can enhance my skills through a continuous learning process, utilize my knowledge and determination to add value symbolically, and hence prove myself as an asset to the organization.

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## EXPERIENCE

### Habuild, Nagpur — Customer Success Executive Team Lead

January 2023- PRESENT

- Customer Support Executive at Habuild, 7 Months. (January 2023-June- 2023 )
- CRM Executive at Habuild, 3 Months. (July 2023 - September 2023)
- CRM Backup Lead at Habuild, 6 Months. (November 2023 - April 2024 )
- Customer Success Executive Team Lead, 7 Months. (May 2024 - Present 2024)

## EDUCATION

July 2021 - May 2024

### Prerna College of Commerce, Nagpur - Bachelor's in Computer Application

- Graduated with a Bachelor's in Computer Application Course, Rashtrasant Tukdoji Maharaj Nagpur University, Nagpur, Maharashtra, India (Year-2024)
- Higher Secondary Certificate (H.S.C), Sarwashree Junior College, Nagpur, Secured 74% (Year-2019)
- Secondary School Certificate (S.S.C), Jankidevi Jaiswal Vidyalaya, Nagpur, Secured 86.60% (Year-2017)

## TECHNICAL SKILLS

- Good Knowledge of HTML and CSS programming.
- Good Knowledge of Canva and Photoshop, Illustrator design tools.
- Completed Product Management Course.

## SKILLS

- Good knowledge of Computer Confidence as a user of the internet.
- Strong teamwork skills along with the ability to work independently.
- Effective problem-solving skills.
- High level of adaptability to different situations.
- Written and Oral Communication.
- Creativity.
- Perseverance and Consistency.

## PARTICIPATION

- Conducted and led a training program for Interns as part of my role with Habuild.

*Duration: 1 month*

- Played a key role in training and guiding Health Care Managers (HCMs) working remotely for Habuild, enhancing their skills and operational efficiency.

*Duration: 3 months*

- Participated in Habuild's "Meet and Greet" event in Nagpur, engaging with attendees to build confidence, strengthen communication skills, and foster meaningful connections.
- Conducted the "Everyday Habuild Learner" program for employees, focusing on basic English, introducing new vocabulary, and teaching effective communication techniques.
- Delivered a presentation to interns on the various payment methods accepted at Habuild, contributing to their understanding of operational processes.

## CERTIFICATES

- Certificate course in personality development ( 15th Jan 2022 to 31st Jan 2022)

- Certificate course in English Language and pronunciation

- Certificate Of Participation in English Language and Pronunciation course.

## LANGUAGES

Proficient in English, Hindi, Marathi, Gujarati