

**MANALI AGRAWAL****+91 95821 50065 (PRIMARY), +9170241 20225 (M)****manali.agrawal@gmail.com**

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**Business Consulting · Design Professional and Enthusiast**

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**Profile**

More than a decade of successful experience in customer support globally while gathering expertise in design with recognized strengths in strong communication, problem-solving and trouble-shooting, and planning/implementing proactive procedures and systems to avoid problems in the first place.  
Excellent working knowledge using both Windows and Mac systems; Adobe Photoshop CS6, Adobe Illustrator CS6, Adobe InDesign CS6, Adobe Flash 5, CorelDraw, Quark Express, Adobe PageMaker.  
Ability to train, motivate, and supervise customer service employees.  
A strong team player with a willingness to learn.  
*Willing to relocate and travel.*

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**Synopsis of achievements**

- Service excellence and customer satisfaction.
- Achieved set quality standards of 98% for the team.
- Allocating the work; doing the production; carrying out complete QC and finally sending the deliverables to the respective clients including client communication over calls and emails.
- Ensuring 100% on time completion of the work within brand standards.
- Provided training to new teammates in MS Office and Adobe applications.

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**Career scan****Director — Quest Eduventures International***Oct 2015- Dec2016*

- Offshore consulting in Education and trainings
- Managing entire offshore business along with onshore operations while looking for new avenues for expansion of business

**Senior Designer — Deloitte, Hyderabad***Dec 2013–Dec 2014*

- Working on projects in Adobe Illustrator, Photoshop, Indesign, MS Word.
- Providing creative suggestions and layouts to the deliverable as per the SLA.

Providing training to new joiners on Adobe and MS Office software.

**Senior Designer — KPMG, Gurgaon***May 2010–Apr 2012*

- Providing brand and style to internal and external documents in MS Office and Adobe Applications.
- Working on client-facing projects making sure their needs in above areas are met to their satisfaction.
- Ensuring 100% of the tasks are allocated to the resources within given Service level timeframe.
- Handled work/resource allocation for an entire shift.
- Providing training to new joiners on Adobe and MS Office software.

**Freelance Artist/Graphic Designer***Aug 2009–Apr 2010*

- Contested for freelance projects catering to different industry types.
- Carried out varied projects in terms of logo design, brochure design and brand identity.

**GWB IT Solutions Pvt. Ltd, Indore***Jan 2009–Dec 2009***Web Designing/Consultancy Head**

- Heading team of graphic/web designers making sure the client brief is downloaded well and client deliverables are going as requested.
- Adhering to quality and deadlines. Suggesting ways to improve on designs and work methods to achieve optimization of process.
- Overlooking day-to-day operations.

**Graphic Designer, Mumbai**

2004–2006

- Midas Events India Pvt. Ltd. - Designed format and content of presentation slides for major clients
- Started my career serving as a visualiser at BPO, which took projects on Digital Image enhancements from international clientele of Australia, U.S.A., and U.K. Responsibilities included providing keywords (short, crisp words, best image descriptions) sent by the clients.
- Served as freelance designer; designed web pages, corporate brochures, logos, letterheads, and visiting cards; managed design, content and layout of print advertisements.

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**Education****University of Cincinnati, Cincinnati, USA**

2008

*MS-Business Administration (Information Systems)***Devi Ahilya Vishwavidyalaya, Indore, India***Master in Computer Management*

2003

*Bachelors in Commerce (Computers)*

2001

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**Certifications****Diploma in MS Office - Tulec****Diploma in Graphic Designing – Arena Multimedia**

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