

# Khwaish mehta



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## Summary

I am Experienced working in the information technology and services industry. Skilled in Search Engine Optimization (SEO), Microsoft Word, Keyword Research, Recruiting, and Social Media Marketing.

## Experience



### Training Executive

Petpooja

Jan 2022 - Nov 2022 (11 months)

1. Responsible for training clients about our products
2. Work in collaboration with the food and beverage management team and L&D team
3. Maintain regular contact with customers to keep them engaged on latest product update and development to drive customer retention



### Recruiter

IMS People Possible

Oct 2021 - Dec 2021 (3 months)

1. Facilitate full-cycle recruitment process across all business lines and source candidates through proven recruitment channels.
2. Sourced resumes to select best-qualified candidates and interviewed candidates to better assess qualifications and ascertain personality, personal character, and work ethic.
3. Managed Full Recruitment Cycle for Kelly services for IT and Non-IT Roles.
4. Coordinating interviews, Hiring, and partnering with key leaders to ensure quality candidates and maximum retention



### Client Services Representative

Medusind

Sep 2020 - Oct 2021 (1 year 2 months)

1. Maintained and updated insurance information for all patient files.
2. Coordinated patient data collation with various external referral sources.
3. Assessed and adjusted insurance policy medication coverage as required
4. Adheres to the Tenet HIPAA Compliance Plan and the Privacy Standards Confidentiality Agreement
5. Coordinate registration of new patients via phone calls or in office



### Customer Service Representative

Tech Mahindra

Oct 2019 - Sep 2020 (1 year)

1. Resolved 100+ Daily inbound customer inquiries via phone with duties including solving customer queries, presenting relevant products, and canceling services.
2. Received an average 80% Rating satisfaction rating to date. 10% higher than the company average.

3. Provided Basic technical support to clients

## Education



**Indira Gandhi National Open University**

Bachelor of Commerce - BCom, Business/Commerce, General

Jun 2020 - Mar 2023

## Skills

Customer Experience • Microsoft Office • Customer Service • Microsoft Excel • Microsoft Word • Research • Social Media • Search Engine Optimization (SEO) • Search Engine Marketing (SEM) • Off-Page SEO