

# Curriculum Vitae

## **SURBHI SAXENA**

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### **Career Objective :**

To attain a renowned position through my contributive endeavor; and to contribute in the success of an organization by fully utilizing my skills, knowledge and experience and to secure a position in this ever expanding field by the virtue of my sincerity and dedication.

### **Profile Overview :**

- 5 + years of diverse career experience across different industries, functions and geographies.
- Experienced client service executive with a demonstrated history of working in the service industries.
- Exposure in client services.
- Proficient in providing project targets to different work teams with required criteria.
- Able to work on multiple projects simultaneously.
- Accurate, methodical and effective problem solving skills.

### **Area Of Expertise :**

I Client Relationship Management II Client Service II Multitasking II Team Work II Quick Learner I Data Analysis II Findings and Research II Follow-Ups II Customer Relationship management I

### **Educational Credentials :**

- Bachelor Of Engineering (Electricals & Electronics) : 2008-12; 75.25% (Hons) A.I.C.T.E Approved, NRI Institute of Research and Technology ; Bhopal MP.
- Intermediate (Science) : 2008; CBSE Board, 70.2%; Vatsalya Senior Secondary School, Vidisha MP.
- High School (General) : 2006; MP Board, 82.4%; Bharat Mata Convent Sr Secondary School, Ganj Basoda, MP
- Diploma (Software Testing) : 2015; Seed Infotech, Bhopal MP.

## Work Experience :

- **Company Name** : **cFIRST Background Checks LLP (Ahmedabad)**
- **Period** : October 2018 – till date
- **Job Profile** : Sr. Executive- Client services (Capegemini Technologies Pvt Ltd / Trysol India Pvt Ltd)

## Job Description :

- Manage background verification process for our different clientele base.
- Monitor process on the regular basis and take corrective actions when required.
- Ensuring the smooth workflow within the given TAT set as per client's agreement.
- Maintain relation with the client contact and ensure that their needs are met.
- Verify results received are meeting the client requirements and guidelines.
- Ensuring 100% quality adherence to SLAs.
- Compile, Compare, sort and verify the insufficiency and accuracy of data received from the client before it is entered.
- Close coordination and follow-ups with the operation team and other cross functions in order to meet TAT.
- Ensuring quality of data and reports being published to client.
- Escalate issues on proactive basis with client and follow-up on time.
- Draft daily/weekly progress sheets and tracker to the client.

- **Company Name** : **Infosys Pvt. Ltd. Bangalore**
- Period : June 2016 to Dec 2017
- Job Profile : Sr. Process Executive

### **Job Description :**

- Lateral hiring : Identifying right candidate with required skill set and experience and make sure that it should match with the requirement as per the job.
- Handling the entire scheduling process of one unit.
- Responsible for manual update of employee record.
- Scheduling the candidate for telecom and face-to-face interview based on technology experience.
- Manage the recruiting pipeline for future hiring needs.
- Escalate issues in a timely manner to concerned person so that necessary actions to be taken to resolve.
- Managing data about the interview schedules, offered candidates, pending joiners, current open positions and status of candidates in MS-Excel.

- **Company Name** : **WEARTECH Engineers Pvt. Ltd. Bhopal.**
- Period : 05 Nov.2012 to 30 April 2015
- Job Profile : Executive -Services

### **Job Description :**

- Close co-ordination with the team members in order to meet the TAT.
- Handling breakdown, AMC calls from clients/customers.
- Ensuring the workflow within the given TAT as per client requirements.
- Maintain relation with the clients and ensure to meet their requirements.
- Strictly following the set TAT and avoid penalties from clients.
- Interactions with the client on the regular basis in regards of AMC.

### **Technical Skills :**

- Knowledge of Manual & Automation testing tools.
- Basic knowledge of MS-WORD, MS-EXCEL, MS-POWERPOINT.
- Basic knowledge of Windows.
- Worked on SAP portals.

### **Rewards & Achievements :**

- Achieved first position in working model competition (topic-water level indicator).
- Rewarded with appreciation from client for following “Simple, Brilliant & Personal skills”
- Achieved first position in dance competition.
- Visited industrial educational trip at ‘CPRI Bhopal’.
- Visited industrial educational visit at Satyam Industries.
- Visited educational trip at IIT-Kanpur.
- I have delivered some class & event paper presentations.

### **Training & Projects :**

- Attended a 15 days training programme at ‘Madhya Pradesh Electricity Board’ at Govindpura, Bhopal.
- Attended one month training programme at ‘Bharat Heavy Electrical Limited’, Bhopal.
- Attended 15 days training on MATLAB from Drmz Tech Bhopal.
- Successfully prepared a Minor project on Petrol Generator.
- Successfully completed major project on Simulation of Real Time Cooling System.
- Worked on the small scale project of ‘Maglev Train’.
- Successfully prepared a project on ‘Water level indicator’

**Personal Information :**

- Husband Name : Mr. Vaibhav Shrivastav
- D.O.B. : 26<sup>th</sup> June 1991
- Marital Status : Married
- Nationality : Indian
- Religion : Hindu
- Languages known : Hindi, English
- Hobbies : Listening songs, Piano, Arts & drawing.
- Strengths : In-depth process knowledge, quick learner, resourceful  
Clear and articulate communicator, Good team player.

**Self declaration :**

I hereby declare that the above furnished information is true to the best of my knowledge and I am responsible for its accuracy.

Surbhi Saxena

Place : Ahmedabad (Gujarat)

Date : 14<sup>th</sup> June 2020