

# KRITIKA

## Availability

Monday - Sunday

P: +1 (226) 753-7622

E: kritika.sindwani@gmail.com

Fluent in English, Hindi & Punjabi and excellent leadership skills with experience. Punctual in meeting deadlines, enjoy creative problem solving and comfortable in multitasking. Posses proficient technical knowledge along with sufficient marketing skills.

## Skills

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- Excellent people skills
- Social Media Marketing
- Ability to work under pressure
- Customer Service and phone etiquette
- Risk Management Skill
- Microsoft Office (windows and ios)

## Experience

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2022, Sep - Till Now

### Customer Service Executive at Lowe's Canada

#### Roles and Responsibility

- Resolving customer complaints, managing database records, drafting status reports on customer service issues.
- Online order handling
- Manage Communication

2018-2021

### Marketing Executive at Universal Expo Flawless

#### Roles and Responsibility

- *Overseeing and developing marketing campaigns*
- *Conducting research and analyzing data to identify and define audiences*
- *Coordinating internal marketing and Monitoring performance*
- *Managed Client communication.*

## Education

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2022 to 2023

### Project Management at Conestoga College Kitchener

Conestoga College Kitchener

2016 to 2018

### Master of Commerce at Kurukshetra University

2013 to 2016

### Bachelor of Commerce at Kurukshetra University

Reference : Available upon Request.