

## SUMMARY

Proficient in JAVA, C, C#, and primarily in HTML, CSS, and JAVASCRIPT, with strong design and integration capabilities and intuitive problem-solving skills. Passionate about implementing and launching new projects and adept at translating business requirements into technical solutions. Seeking to commence a career as an entry-level developer with a reputable firm driven by technological innovation.

## SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Detail-oriented with multitasking capabilities
- Ability to work independently and collaboratively
- Experience in budget management and financial documents
- Proficient in problem-solving and complex issue analysis

## WORK EXPERIENCE

### LEAD GENERATION EXECUTIVE

PumaSource India | 2022-2023

- Coordinated effectively with US-based clients, ensuring clear communication and understanding of their requirements.
- Prepared comprehensive meeting agendas, minutes, and relevant materials, facilitating productive discussions and action items.
- Handled confidential information and documents with discretion, maintaining strict confidentiality protocols.
- Ensured proper organization and accessibility of sensitive materials, enhancing efficiency and compliance standards.
- Utilized lead generation strategies to identify and qualify potential clients, contributing to business growth and revenue generation.
- Collaborated closely with cross-functional teams to streamline processes and enhance client satisfaction.
- Demonstrated strong problem-solving skills in resolving client inquiries and concerns promptly and efficiently.
- Leveraged communication skills to foster positive client relationships and drive successful outcomes.

### ASSOCIATE CUSTOMER SUPPORT

Tech Mahindra | 2021-2022

- Promoted to Subject Matter Expert (SME) for Flipkart Fraud Verification Process, demonstrating exceptional knowledge and performance.
- Prepared and distributed reports, presentations, and other materials, ensuring clear communication and understanding among team members.
- Provided timely and effective resolution to customer queries for the E-commerce website, maintaining high levels of customer satisfaction.
- Recognized as Best Employee of the month for three consecutive months, showcasing dedication, excellence, and consistent performance.

### SENIOR CUSTOMER RELATION OFFICER

Bronze Age International | 2020-2021

- Assisted executive associates in managing and coordinating customer relations, ensuring seamless communication and satisfaction.
- Conducted in-depth research and prepared comprehensive reports on various topics related to the company's operations and industry trends, providing valuable insights for strategic decision-making.
- Provided efficient administrative support, including managing phone calls, responding to emails, and preparing correspondence, contributing to smooth operations and effective communication channels.

### HUMAN RESOURCE INTERN

Universal Tribes Ltd. | 2020

- Assisted in managing and coordinating sales and marketing interns, facilitating their onboarding, training, and day-to-day activities.
- Conducted research and prepared detailed reports on interns' progress, achievements, and areas for improvement, providing valuable insights for performance evaluation and future planning.

## EDUCATION

Masters in Computer Applications

Maharani Janki Kunwar College, BRABU - 2023

High School Education

St. Xaviers Higher Secondary School (C.B.S.E.) - 2019

Bachelor in Computer Applications

Ingoude Company • 2015-2018

School Education

Trident Public School (C.B.S.E.) - 2017

## CERTIFICATIONS

- 1 month AICTE OIB-SIP internship in Web Development and Designing
- Email Marketing Basics from Career Development College London
- Web Development Complete course from Udemy
- Fundamentals of Digital Marketing from Google Digital Unlocked
- Front-End Fundamentals from Pirple.com
- Advance Excel from Elearnmarkets