

POOJA KUMARI

New Delhi | 1999poojakumari@gmail.com | +91 8860162368

SUMMARY

Versatile and dependable professional with over 3 years of experience across background verification, process coordination, and guest relations. Currently pursuing an MBA in Human Resource Management. Skilled in data handling, team collaboration, reporting, and stakeholder communication. Practical exposure to tools like Excel, SQL, Power BI, and Looker Studio. Open to diverse roles across MIS, business support, HR operations, analyst, and coordination functions.

TECHNICAL & CORE SKILLS

- **Data Tools:** Excel (Advanced Functions, Pivot Tables), Power BI, Looker Studio, Tableau
- **Databases:** SQL (Basic), PostgreSQL
- **Reporting:** MIS Reporting, Dashboard Creation, Data Cleaning & Analysis
- **Business Skills:** Stakeholder Communication, Process Coordination, Documentation
- **Project Skills:** Team Collaboration, Time Management, Project Planning
- **Soft Skills:** Attention to Detail, Problem Solving, Adaptability, Organizational Skills

PROFESSIONAL EXPERIENCE

Verification Specialist, Cisive **May 2022 – May 2025**
Handled complete employment and education background verification processes. Coordinated with institutions, vendors, and clients to ensure accurate, timely verifications. Maintained detailed records for audits and compliance, tracked case status.

Guest Relations Associate, Taj Hotel Bhopal **Aug 2021 – Feb 2022**
Managed front desk and restaurant guest coordination. Assisted with bookings, in-room services, and ensured smooth guest experiences. Received appreciation for professionalism and responsiveness.

Data Visualisation Intern, Exelerate Global **May 2025-June 2025**
Led a global team during a virtual internship to develop performance dashboards. Used PostgreSQL to manage and clean datasets, and created interactive dashboards in Looker Studio. Acted as project manager—organizing workflows, gathering insights from international peers, and ensuring timely delivery of data-driven outputs.

Project - Capstone Business Analysis
Analyzed financial and economic trends using Excel, SQL, Power BI, and Tableau. Developed data visualizations and summaries to support strategic decision-making across macro-level indicators.

EDUCATION

MBA – Human Resource Management (HRM) **2023-2025**
Indira Gandhi National Open University (IGNOU)

Bachelor of Arts (Programme) **2023**
University of Delhi, SOL

ADDITIONAL INFORMATION

- **Languages:** English and Hindi.
- **Certifications:** Excel (Advanced), SQL, Powerbi Fundamental, Tableau, Statistics, Python(Basic), Business Analytics, ChatGPT for Beginners.
- **MBA Project:** A Critical Study on HRM Practices