

SWETA CHOUDHARY

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SUMMARY

MBA (HR) graduate with 2 years of experience in Operations, including CRM, client service, business operations, and employee training. Now transitioning into HR, equipped with strong communication, coordination, and people management skills. Eager to contribute to HR functions such as recruitment, onboarding, and learning & development.

WORK EXPERIENCE

Operations Executive / Process Trainer - Patterns LLC

July 2023 - May 2025

- Provided end-to-end administrative support to real estate clients in the US market, including schedule management, property viewings coordination, and client communication.
 - Assisted in drafting and reviewing contracts, lease agreements, and property documents while ensuring compliance with legal standards.
 - Delivered high-quality client service with a focus on accuracy, responsiveness, and professionalism.
 - Developed training materials and guided new team members on tools, processes, and client handling etiquette.
 - Monitored trainee performance and provided feedback to ensure quality standards and productivity targets were met.
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Freelancer at Squad stack - Customer Service Representative

June 2022 - June 2023

- Maintained accurate records of customer interactions in the CRM system.
 - Handled inbound and outbound customer interactions via calls, chats, and emails to address inquiries, resolve issues, and provide product/service information.
 - Adapted quickly to new campaign requirements and client guidelines in a fast-paced, remote work environment.
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EDUCATION

Integrated Masters In Business Administration

August 2021 - April 2025

Parul University -

- Specialization in Human Resources.
 - CP on "An Analytical Study on Training as a Strategic HR Function".
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ADDITIONAL INFORMATION

- **Skills:** Client Relationship Management (CRM), Problem Solving & Decision-Making ,Time Management, Project Management, Communication & People Management
- **Languages:** English, Hindi
- **Awards/Activities:** Received the " Employee of the Month" Award for outstanding Performance In Patterns LLC.