

SONAL MATHUR

2/151, Vishal Khand 2, Gomti Nagar, Lucknow

Contact number- 8826405744

Work Experience

- Worked with **MakeMyTrip Ltd.** as a **Holiday Expert** from 2015 (September) till 2018 (June) in Gurgaon.

Job Profile

- Worked as a Holiday Expert. Worked on designing and planning holiday packages as per guest's requirement. Also handling their queries both pre and post booking.
 - During the last 4 months, I also handled another project as a **Quality Analyst**.
 - Analyzing data and taking feedback from the guests through calls and emails.
 - Work from Home Profile.
- Worked with **BPI India Pvt. Ltd.** (a publishing house based in Delhi) for 11 months as a Content Developer.

Job Profile

- Worked on a Concise English Dictionary Project. Developed the content of the dictionary. Was working from home.
- Worked with **ACTIVANT SOLUTIONS**, a **KPO** as a language trainer and proofreader from October 2008 to December 2008.

Job Profile

- Checking grammar/spelling related errors in assignments made for UK based educational professionals
- Worked with **GENPACT** as a **Process Associate** from May 2005 to October 2006

Job Profile

- Handled inbound calls for New Accounts of UK based shopping stores
- Handling card related queries of customers
- Always met the Average Call Time Taken (AHT) targets

Educational Qualifications

Completed 10+2 in Arts from St..Xaviers School and Gandhi Nagar Sr. Secondary Girls School, Jaipur in 2002.

Did B.A (Honors) in English & Indian Music from Maharani's College, Jaipur in 2005.

Completed M.A. in English Literature from Rajasthan University in 2007.

Did B.Ed. from International College For Girls (HRED), Mansarovar, Jaipur in 2010.

Professional Qualification

Did six month Diploma course from NIIT.

Personal Details

Date of Birth:	11/04/1984
Marital Status:	Married
Husband's Name:	Anshul Mathur
Strengths:	Dedicated and a good team player
Weakness:	Reserved Nature
Hobbies:	Reading and singing

(SONAL MATHUR)