



## RADHIKA

360 Jaggi Garden , near Guru Dham ,Ambala city  
134007

9996908993

Grover26721@gmail.com

<https://www.linkedin.com/in/radhika-grover-b64340207/>

### PROFESSIONAL SUMMARY

A positive, self-motivated with good communication skills and goal-oriented graduate, pursuing Master of Business Administration in HR and MARKETING and have 10 months of experience in **ECLERX SERVICES LTD.**

### INTERPERSONAL SKILLS

Team Leadership | Management & Coordination  
| Decision Making skills | Speaking and Listening

### INTERESTS & HOBBIES

Reading | Travelling | Exploring new places

### LANGUAGES KNOWN

English | Hindi | Punjabi

### PERSONAL DETAILS

Mother's Name: Rachna Grover

Father's Name: Rajesh Grover

D.O.B: 01/02/2001

### EDUCATION

#### Master of Business and Administration |

Chandigarh Group of Colleges, Landran, Session:  
2022-2024 | Score: CGPA 8.23

#### Bachelors of Business and Administration |

Chandigarh Group of Colleges, Landran, Session:  
2018-2021 | Score: CGPA: 8.03

Intermediate (CBSE) | Chaman Vatika, Ambala  
Session: 2017-2018 | Percentage: 76%

Matriculation (CBSE) | PKR School, Ambala | Session: 2015-2016  
| Percentage: 77.9%

### TRAINING & PROJECTS

#### ThinkNext Technologies Pvt. Ltd.

Duration: 45 Days

Designation: Trainee

Specialization: HR

#### PROJECTS: -

PROJECT REPORT on Employee Motivation

Duration: 1 Week

Team Size: Individual

### WORK EXPERIENCE

#### ECLERX SERVICES Ltd. (10 Months).

Where my job responsibilities were: -

1. Utilize Internal Business tools and applications to effectively resolve the customer's issues
2. Perform other assigned tasks and duties to support the customer service department.
3. Must be able to work in a team environment, communicate with other agents, develop computer skills, and promote a positive work ethic
4. Answer telephonic inquiries for the day to day building maintenance issues, Following standards, dispatch appropriate personnel as required, or redirect calls as necessary

### ACADEMIC ACHIEVEMENTS

- Won Award at school science fair 2014
- Participated in Quiz Competition on CGC Landran while an event in Parivartan 2021

### EXTRA CURRICULAR & CO-CURRICULAR ACHIEVEMENTS

- Played Skit/drama in school.
- Participated in Wizard Quiz competition in college.
- Participated in Business Standard Quiz 2023.