



# KAVITA SINGH CHAUHAN

2008kavita89@gmail.com | 8851614149 & 8081118336 | Lucknow, Uttar Pradesh 226016

## Professional Summary

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Talented and hardworking Team Member prepared to contribute to business success. Experienced in providing high-quality ERP work. Focused on customer satisfaction and team productivity. Reliable Team Member with punctuality and dedication to work hard and achieve remarkable results.

## Experience

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Serosoft Pvt Ltd | Indore,  
, MADHYA PRADESH  
**ERP Implementation Consultant /  
Customer Success / CRM/ Client Support  
on tickets**

*02/2022 -At Present Working*

- Working with Serosoft Pvt Ltd. as an **ERP Consultant for Customer Success**. My role is client interaction over creating tickets and discussion about creating ticket issues and resolving them. (Helpdesk).
- Maintained and demonstrated strong knowledge of the full suite of products like **ERP Functionality / JIRA (Atlassian) / HRIS & (ERP MOUDULES)**.
- Internal responsibilities include tracking/monitoring different kinds of data analysis.
- Implemented Projects. **Noorul Huda Campus** (Fatehpur U.P) & **Foundation College** (Barabanki U.P).

### Current Projects Details:

- ☉ Bedaya Group - Kuwait South Africa
- ☉ Rayat Bahra University – Punjab, India
- ☉ VJIM – Vijayawada, Hyderabad, India

Next Education India Pvt. Ltd | New Delhi,  
Delhi  
**ERP Implementation Consultant / Part of  
Operations**  
*01/2013 - 11/2018*

- Worked as a customer-facing / customer-success consultant
- Engaged suitable presenters and facilitators from within schools and externally online, offering ongoing training and support as needed.
- Ensured accurate data, information, and statistics were collected and maintained, including attendance records and participant feedback.
- Promoted, raised awareness, and educated internal and external stakeholders on all aspects of the education program, including communicating programmed schedules, objectives, and activities, to increase awareness, access, and funding opportunities.
- Worked with parents and staff to improve student behavioral and learning issues with proactive approaches.
- Collaborated with teachers to understand and improve classroom conditions.

I-Code International BPO | New Delhi,  
Delhi  
**Customer Support Executive**  
2010-2012

- International Call Center for the mortgage process (U. K)
- International Call Center for the Telecom process (U.S. / Canada)

## Core Qualifications

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- IT Support / EAT – SLA
- Cross Function Collaboration
- ERP Implementation
- ERP Consultant
- Customer Services
- HRIS
- JIRA
- **ERP – Education - Domain**  
All Modules: as (Admission / P & C / Fee / Set-up /  
Tools / Examination / Employee / Hostel – Transport &  
User – roles etc.)

## Certificates / Training

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- Certification in all ERP Modules.
- Offline Training on **CCNA** from **Jetking Institute** in 2012. The training consisted of (Networking, Network - Connectivity, Protocol, Topology, Cables, Routers and switches).
- **Education Domain**, ERP – Modules certifications internally as per company policy.

## Education

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CSJM University | Kanpur  
**Bachelor of Arts** in Literature  
2009

CSJM University | Kanpur  
**Master of Arts** in Literature  
2014

## Personal Information

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### Address:

Sector – 9, H. No. 852, Indira Nagar, Lucknow - 226016 (U.P)

### Personal Data:

Name: Kavita Singh Chauhan  
Date of Birth: 14-Apr-1989  
Nationality: Indian  
Sex: Female  
Marital Status: Married

**Hobbies & Interests:**

Driving, Traveling, Net Surfing, Fitness Cooking & Social Media Marketing.

**Languages Known:**

English & Hindi