

Career Objective

To join a leading and growth oriented organisation with high tech environment with committed and dedicated people where my abilities and knowledge will be optimally utilized. Looking for a challenging environment that encourages continuous learning, provides exposure to new ideas and stimulates personal and professional growth.

About Me

A result oriented professional with 6+ years of experience.

Ability to prioritize and execute multiple projects and deadlines concurrently with positive attitude. Willing to work in a creative and challenging environment. Strong team building and project management skills and ability to work both independently and within a team.

Work Experience

From September' 22 till present with SCERT, Delhi as Block Resource Person, IT

Conduct PLDP and CLDP sessions monthly.

Provide IT assistance as required in DIET.

Train faculties on various new applications/ smart board required in teaching.

Regular School visit for STC assessment of students.

Act as resource person in different trainings organized for teachers and HoS of MCD and DoE schools

From September' 15 till September' 22 with Reliance JIO Infocomm Limited as an Onboarding Executive:

Activation of prepaid and postpaid connections with in SLA.

Responsible for validation of documentation submitted by subscribers.

Responsible for making various reports to be shared with business team.

Trainings and briefing DX mini and digital team members for all regulatory and rules of TRAI

Coordinate with S&D Team for CAFs pending/rejections/ resubmission

Customer escalation handling, both walkin and social media escalations.

Customer retention and complaint closures.

Worked as JIO Money Lead for 6 months on JIOMONEY Project. Key responsibility included:

Merchant acquisition for the area specified as per business requirement.

Promotion of JIO money at outlets and petrol pump.

Escalation handling and query resolution related to JIO Money.

Briefing and managing team about JIO Money product and schemes on daily basis.

Education

20142018 PG Diploma in Business Administration from Symbiosis, Pune with A grade.

20102014 B Tech in Computer Science from IIIT Delhi with 6.76/10

20082009 12th from K V Tagore Garden, New Delhi, CBSE board with 85%.

20062007 10th from K V Tagore Garden, New Delhi, CBSE board with 83%.

IT Skills

Well versed with MS Office like Word & Excel and Internet Applications

Basic Knowledge of SQL.

Extracurricular Engagements

Coordinated many engagement activities in office to promote team work and time management while working.

Worked on various HR projects as and when required by the company.

Hands on poetry.

Planning and organizing events occasionally.

Volunteered in Indcare Trust NGO located in Greater Kailash , Delhi.

Personal Details

Date of Birth : 09th November, 1990 Languages Known: English, Hindi Nationality : Indian