SWATI SAXENA



## CONTACT DETAILS

### Contact Numbers

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***Permanent Address*** *193/45 Kothi Raja Imam Bux Gausganj, Lucknow, Uttar Pradesh, India, 226016*

### Correspondence Address

*House No. M- 033/5*

*Sanjay Gandhi Puram, Faizabad Road, Indira Nagar, Lucknow, Uttar Pradesh, India, 226016*

## PERSONAL DETAILS

### Date Of Birth

*11/02/1987*

### Languages

*Hindi, English*

### Interests

*Creative Writing, Singing, Dancing, Painting, Cooking, Sports, Gardening, Interior & Exterior Designing.*

# PROFESSIONAL SUMMARY

An accomplished professional with over 14 years of experience rendering dedicated services to corporate and non-corporate organizations. Capable of integrating knowledge, experience, and an empathetic attitude with a genuine desire to help others, resulting in practical and meaningful results. A problem-solver with exceptional organizational and analytical skills. Adept at working efficiently with excellent communication and documentation skills.

# SKILLS

* Psychotherapy
* Psychological Testing
* Life Skills Training
* Organizing and Conducting Workshops/Trainings
* Empathy
* Active listening skills
* Telecounselling
* Research and Analytical Skills
* Problem Solving
* Documentation and Record-Keeping
* Creative Content Writing: Poetry, Stories, Songs, Articles, etc.
* Academic Content Writing
* Editing
* Proofreading
* Translation from English to Hindi and vice-versa
* Salesforce
* Microsoft Office Suite
* Creating PowerPoint Presentations
* Data Entry
* Excellent Communication Skills in Hindi and English
* Customer Service
* Communication Skills
* Tutoring
* Leadership and Team Management
* Strong Team Player
* Tech Savvy
* Multitasking

# WORK EXPERIENCE

***Senior Associate Centralized Timekeeping (US HR)***

**2022-2023**

**Amazon Development Centre (India) Private Limited**

Responsibilities included:

* + Timekeeping of US employees (chat process)
  + Raising Tickets
  + Project work

***Customer Care Associate***

**2020-2022**

**Amazon Development Centre (India) Private Limited**

Responsibilities included:

* + handling customer inquiries, resolving customer issues, and maintaining a high level of customer satisfaction via phone, email, and chat (Hindi, English)
  + escalating problems to the concerned departments as required
  + documenting and keeping record of customers’ interactions
  + multitasking and prioritizing tasks effectively like conversing with clients along with sending emails and documenting conversations
  + creating complaint tickets

# *Counselling Psychologist*

**2018-2020**

**Delhi Public School, Jankipuram, Lucknow**

Responsibilities included conducting:

* + Individual (one-to-one) Counselling sessions; Group Counselling sessions; Classroom Counselling sessions; with the students (Grade Ist to XIIth)
  + Developed and implemented evidence-based classroom behavior management strategies for teachers, resulting in a 40% reduction in disruptive behaviors and a 25% increase in student engagement across all grade levels (Prep to Grade XIIth).
  + Counselling sessions for Children with Special Needs (CWSNs), etc.
  + Family Counselling sessions (for students from Prep to Grade XIIth)
  + Training and Induction sessions for teachers on Psychological and Counselling issues.
  + Organized and conducted in-house Workshops for school students and teachers on Psychological and Academic topics.

**2018**

**Ehsaas (NGO)**

Responsibilities included:

* + Counselling of children and their families
  + Documentation and Record Keeping of the reports of the clients
* Child and Adult Counselling (Private Practice)
* Enrolled as a Counselling Psychologist at Athena Psychological Services

# *Special Educator*

**2017-2018**

**VIBGYOR High (International CBSE School)**

Responsibilities included:

* + Taking Special Education classes
  + Preparing Individual Education Plans (IEP)
  + Induction and Training of school staff
  + Conducting workshops for students and teachers

# *Senior Editor Executive*

**2016-2017**

**Onlinegatha (Book Publishing Company)**

Responsibilities included:

* + Editing, and Proofreading books of various literary genres.
  + Creating, Editing, and Proofreading eBooks
  + Coordinating with Authors, Graphic Designers, and Data Entry Operators.

# *Creative Content Writer and Translator*

**2011-2016**

**Mahindra Publications Private Limited**

Responsibilities included:

* + Research and Development of content for Competitive Exams; Editing, and Proofreading.
  + Translation of content from English to Hindi and vice-versa
  + Preparing Current Affairs Magazine
  + Coordinating with Graphic Designers and Typists

**2009-2011**

**Global Classroom Private Limited (G.C.P.L.)**

Responsibilities included:

* Creating content for EVS Tier Books for its affiliated City International School and other schools
* Preparing lesson plans
* Coordinating with Graphic Designers and Typists
* Freelance Content Writer (worked for Mogool Magazine, Takademy, and Individual Authors.

# EDUCATIONAL QUALIFICATION

***Post Graduation***

**2007-2009**

**University of Lucknow**

Master of Arts (M.A.) in Psychology with First division.

# *Graduation*

**2004-2007**

**Isabella Thoburn College**

Bachelor of Arts (B.A.) in Psychology, Political Science, and English with First division.

# *Intermediate*

**2002-2004**

**Navyug Radiance Senior Secondary School**

Class 12th with First division.

# *High School*

**2002**

**Navyug Radiance Senior Secondary School**

Class 10th with Second division.

# ACHIEVEMENTS

***Post Graduation***

**2009**

**University of Lucknow**

* Highest Marks (M.A. Psychology) in the fourth semester.
* Second Highest Marks (M.A. Psychology)

# *Graduation*

**2007**

**Isabella Thoburn College**

Highest Marks in Psychology in B.A.

# *Information Technology*

**2009**

**N.I.I.T**

Achieved a merit certificate in the 5th N.I.T.A.T examination.

# PROFESSIONAL QUALIFICATION

* Diploma in Community Mental Health, NIMHANS Bangalore.
* Certificate in Guidance, I.G.N.O.U.
* Certificate in Mental Health in COVID-19, NIMHANS Bangalore
* Certificate in Addiction Management, NIMHANS Bangalore
* Certification courses in COVID-19 from the World Health Organisation (WHO)
* Swift Net Connect course, N.I.I.T.
* Diploma in Computer Applications and Programming, R.I.C.A.
* MS Office Certificate Course from Natraj Computer Institute, Lucknow

# TRAININGS

* Mental Health and Psychosocial Issues during COVID-19 from NIMHANS, Bangalore
* Orientation Training Programme for School Teachers on Learning & Behavioral Problems by the National institute of Public Cooperation and Child Development, Lucknow.
* Clinical Psychology from NurManzil Psychiatric Center, Lucknow
* Counselling Psychology from NurManzil Psychiatric Centre,Lucknow
* Internship in Clinical Psychology, and Art-Based Therapy from Department of Mental Health and Behavioural Sciences, Fortis Healthcare Limited
* Internship in Relationship Psychology.
* Centralised Timekeeping for United States of America employees, Amazon Development Centre (India) Private Limited
* Customer Service Executive Voice Process, Amazon Development Centre (India) Private Limited

#### VIBGYOR International School In-house Training :

* 1. Special Education

#### Soft Skills

**WORKSHOPS**

* Identification & Intensive Assessment of Common Childhood Psychological Problems by SAMADHAN Institute of Mental Health & Neuro Sciences.
* Mental Health & Development by National P.G. College, Lucknow.
* Introduction to School Counselling, Art in Therapy, Music, and Movement in Therapy by Department of Mental Health and Behavioural Sciences, Fortis Healthcare Limited
* Seminar on Self-Esteem organized by Nur Manzil Psychiatric Center, Lucknow.
* National Webinar on Happiness: Different Strokes on Canvas of COVID-19 by Department of Psychology, University of Lucknow.
* Participated and contributed to activity on A.I.D.S. by the University of Lucknow.
* International Web Workshop on Understanding Counselling Process For Specific Populations by Department of Psychology Vasanta College for Women, KFI, Rajghat, Varanasi.
* Participated in UN75 The Multilateralism We Want: Psychological Contributions to Building Bridges Among and Within Nations.