**SHIVANI DWIVEDI**

**Mobile:**8920333637

**E-Mail:** shivani.dwivedi20@gmail.com

**CAREER OBJECTIVE**

To become a part of progressive organization that has the need for hard working professional for a long-term association.

**WORK EXPERIENCE**

**Twin health:** Worked in Twin health as a Senior health Counselor from 9 Nov 2020 to 30th May 2022, Counselling patients and selling Diabetics one year plan that involved revolutionary Artificial intelligence whole body digital twin technology.

**Majorel:** Worked in Majorel as an inside sales representative from 19 Nov 2019 to 18 Sep 2020, in MS India where I pitch Microsoft solutions to my customers.

**EXL Services:** Worked as an Associate in **EXL** from 13 Dec 2018 to 18 Nov 2019, in YRC process It was a B2B US Sales profile in trucking services.

**Paytm:** Working as an Associate in **Paytm** for the period from 8 January 2018 to September 2018, where I handle premium customers query in social platform like twitter and DM in sales force.

**HCL**: Worked in **HCL** as a Senior Customer Service Executive for the period from 1 June 2017 to 13 DEC 2017 where I was a testing agent in Pearson process dealt with scheduling, rescheduling and cancelling of the customer exams.

**Barclays**: Worked with **Barclays** as a Process advisor for the period from September 8,2016 to April 5,2017 where I was handling Barclaycard customers who use to come to pay off their card, know their credit history, block the card and re-issue a new one if lost, any fraudulent attempts in there

, Increasing the credit limit and such issues related with their cards.

**HCL**: Worked with **HCL** as junior engineer-product support for the period from May 19 ,2015 to July 3 ,2016 worked on ticket creation and then escalating it to the concerned team once understanding the customer concern in sales Force with the help of provided details.

**ACADEMIC QUALIFICATIONS**

Completed B. Tech with specialization in computer science & engineering from Naraina College of Engineering & Technology in year 2014 with 71%.

Intermediate from C.B.S.E Board in Year 2009 with 68%.

High-School from C.B.S.E. Board in Year 2007 with 84.2%.

**PROJECT DETAILS**

**Name:** COMPUTERIZED CRIME CONTROL(CCC)

**Details:** Conventionally we must go to police station to register fir or report for crime but cccfacilitates us to perform it online. This is based on modular approach and has five modules namely the general visitor, registered user, police officer, administrator and criminal face detection.

**SUMMER TRAINING DETAILS**

**Company** –IIT, Kanpur

**Location** -KANPUR

**Topic** –BASIC C++, ADVANCE C++, web programming.

**Duration & Year** –10 june-05 july, 2013

**Summary** –I have successful completed my course in WEB PROGRAMMING including usage ofjavascript& html with GRADE 'A', BASIC C++ with GRADE 'B’, ADVANCED C++ with GRADE 'B' .

**SEMINAR DETAILS**

**TOPIC OF THE SEMINAR** –PHISHING

**LOCATION** – KANPUR

**Date& Year** –21stMarch 2013

**Summary** –Phishing is a fraudulent attempt, usually made through email, to steal your personalinformation. The best way to protect yourself from phishing is to learn how to recognize a phish. Phishing emails usually appear to come from a well-known organization and ask for your personal

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information — such as credit card number, social security number, account number or password. Often phishing attempts appear to come from sites, services and companies with which you do not even have an account.

**SKILLS**

Good Communication and Language, Accent Understanding, Team Leadership and Basic Computing Skills.

Basic Knowledge of C & C++.

**PERSONAL INFORMATION**

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| --- | --- | --- |
| Father’s Name | : | Mr. Anil Kumar Dwivedi |
| Mother’s Name | : | Mrs. Suman Dwivedi |
| Date of Birth | : | October 20, 1991 |
| Sex | : | Female |
| Nationality | : | Indian |
| Language Known | : | English, Hindi |
| Address | **:** | 88/1 Patel Nagar Kanpur-208007 |

**DECLARATION**

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

SHIVANI DWIVEDI