



KRITIKA RAI

B-179 EWS Flat Ramprastha colony,GZB, India | 8287093819 |

About Me: I with my team succeed to increase Customer Satisfaction. I have a career interest in the business marketing, especially in customer experience.

Skills and Competences:

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|---------------------------|------------------------|
| 1. Teaching | 6. Public Relations |
| 2. Leadership Development | 7. Finance |
| 3. Planning and Strategic | 8. Microsoft Excel |
| 4. Customer Experience | 9. Communication Skill |
| 5. Data Management | 10. Microsoft Office |

Working Experiences

- **Worked with Concentrix (German Voice)** **April 2021- January 2022**
-Focusing on Customer Experience for Company. .
- Handling end to end Customer Satisfaction in German Language.
-Translate the English Files.

Worked with Dentsu Aiegs Network **August 2022 – April 2023**
(German Analyst (Paid Search))

- Making Digital marketing reports
- Handling Finance data
- Platform –(MYOC, Eagle,Adform)

Worked with IGT solutions(German Executive) **May 2023 to 28 August 2024**
-Decision making in German language
-Travel Process

Working with Teleperformance as a German Senior executive **August 2024**

Education

Bachelor of Arts – Maharaja Agarsen College, Graduated Class of 2018 with a 50%.

Master IN Human resources MBA, Meerut (2018- January 2020)

Class 12 from RSKV school Delhi, 2014

Class 10 from RSKV school Delhi, 2012

German Language-Goethe Institute Delhi.

Courses

German Language B2 Level.

Language

Hindi-Native

English-Professional

German-Intermediate
