

JYOTSNA

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CAREER OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

EXPERIENCE

- I'm a senior Advisor with 2.5 years of experience in operations at Concentrix. I'm focused on result-oriented activities driving maximum growth for Business.
- Business Development Executive with 6 months of experience at WP Event Manager dealing with worldwide clients for Tech Jobs Fair Event.
- Business Development Executive with 4 months of experience at Snovasys Software solutions dealing with Client related to cyber security

ACADEMIA

- SSC(CBSE) NOTRE DAME ACADEMY (2008) 68%
- HSC(CBSE) NOTRE DAME ACADEMY (2010) 69%
- B.COM (P.U) MAGAH MAHILA COLLEGE (2013) 67%
- ADVANCE DIPLOMA IN COMPUTER APPLICATIONS

ROLE & RESPONSIBILITIES IN CONCENTRIX

I am responsible for tracking, analyzing, and providing advice on the company's policy and operational issues. Our duties cut across administration, analysis, and guidance on strategy and policy issues, analysis and monitoring of operational plans, and internal coordination. I also manage new ways to improve the quality of products and services. Some of the responsibilities are;

- Successfully led a team of 6 to resolve client queries about operations efficiency.
- Attend client meetings in a supporting and learning role to make customer satisfaction.
- Perform analysis of client information to produce the result.
- Prepare and execute plans as per client requirements under supervisor approval.
- Compose and update client document name CST.

- Manage and guide team members.
- We must manage the performance of reporting team members and provide direction and periodic monitoring and feedback on performance.
- I also have to manage a new Lob named ER (equipment returns) where I have to interact directly with the customer and have to examine returns of the devices through various tools the customer has returned the device or which he/she has purchased on lease or Installment billing for a period and also inform the customer about the account details.
- We also need to check the return whether of the device through various client tools like FDT, CRM, RMA DASHBOARD, OMIM, if we have received the device in the warehouse then we need to apply for the credit as per lease or Installation Billing, or else we need to reject those cases and send those rejected cases to the client for further information.
- I also need to work beyond client requirements as we also research in those rejected cases which were rejected through the client and work as per client satisfaction.

ROLE & RESPONSIBILITIES IN WP EVENT MANAGER

- Attend meeting with Clients as we organises Tech Jobs fair all across the globe we need to pitch the client about the product and all about the packages we offer, as Tech Jobs Fairs help the companies in branding & recruitment.
- We need to connect the client from LinkedIn and have conversation with client there also and share more about the Tech Jobs Fair.
- Reply to client emails & take action accordingly.
- Make presentation for client rather than to convince the client for attending meeting.
- Make weekly reports of client information in a sheet.
- We need to make deals with the client if the client is ready to take part in the Event.
- I need to make deals in tools like BIGIN, REPLY.IO, ZOHO etc.
- We need to approach more clients on LinkedIn & target on startup companies as they need more hiring & branding for their companies.

ROLE & RESPONSIBILITIES IN SNOVASY

- Dealing with clients related to Cyber security both for International as well as Indian.
- Connect the client in linkedIn attend meetings with client.
- Reply to client emails proactively.
- Make reports of all the client who are eager to have cyber security services.
- Works on Various tools HUBSPOT, TIMECHAMP etc.
- Take proper follow up with client through calls and emails
- Scheduling demo with the client for the better Understanding of their requirements.
- Generating leads for sometime through sales navigator(optional)

SKILLS

- Problem-solving skills with “CAN DO” attitude.
- Ability to communicate with team members.
- Proficiency in Word, Excel, PowerPoint, HTML, Google sheet.
- Team players, collaborative, able to work with and through others.
- Warm and friendly personality.
- Experience in Leading and volunteering.
- Knowledge of Client tools like OMIM, CST, FDT, BIGIN, ZOHO, REPLY.IO, HUBSPOT, TIMECHAMP etc.
- Knowledge of SQL, PYTHON.
- Growth- Oriented mind set
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HOBBIES

- Reading
- Teaching
- Writing
- Painting

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Gurugram

D.O.B : 14th April 1992

Jyotsna