

RESUME

Khushboo Lot

718 – A, Abhinandan Colony,
Mandsaur – 458001 (M.P.)

Contact No.:

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CAREER OBJECTIVE:

Aspiring for a profile in a growth-oriented organization, where my experience and organization skills can be used for making a positive contribution in the organization by putting in maximum efforts. And in revert organization helps me in broadening and enhancing my skills and knowledge.

EDUCATION QUALIFICATIONS:

B.E. / Information Technology (IT), RGPV University, Mandsaur in year **2014** with **80.6%**.

HSSCE CBSE Board in year **2010** with **58%** from **Kendriya Vidyalaya, Mandsaur (M.P.)**.

SSE CBSE Board in year **2008** with **63%** from **Kendriya Vidyalaya, Mandsaur (M.P.)**.

BASIC KNOWLEDGE:

- Basics of C, C++, Core Java
- General and Graphic Application: **HTML, CSS, Java script**
- Microsoft Office Word, Microsoft Office Power Point, Microsoft Office Excel
- Quite capable for **Data Researching**

WORK EXPERIENCE:

Client Support Administrator & Shift Manager

Tradezero Inc., Bahamas

15th March 2021 to present...

Roles & Responsibilities:

- Currently leading a team of 3 employees as a Shift Manager and feeling delighted to perform various tasks with multiple responsibilities.
- As Company is now Available in Canada, so now serving for International, USA & now for Canada clients as well.

- Provided excellent quality client service by listening skills to determine the nature of their query to address their inquiries clearly and precisely in a professional manner.
- Answered 70+ incoming chats and 30+ emails daily and provided instructions for clients as per the query.
- Always maintained a positive attitude in a fast-paced environment, with multiple parallel works to no. of international clients at the same time.
- Won “Employee of the Month” three months in a row by engaging with most actively worked employee.
- Received a positive feedback rating of 90% based on client satisfaction surveys.
- Handle client complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Inform existing clients of promotions and deals.
- Email drafting, excel reports and other documentation including follow-up emails to client to ensure their questions were addressed and to assure them of support throughout the life of their membership.
- Created excel spreadsheets to track client data and perform an intense reconciliation process.
- Assist colleagues administratively, with emails and reports and for training engagement.

Human Resource Executive

Khabar India 24/7 News Channel, Delhi

20 Jun. 2018 to 13 March 2021

Roles & Responsibilities:

- Job analysis and job design: writing up job descriptions.
- Collecting, sorting, and distributing any incoming job applications.
- Monitoring the work of recruitment
- Specific tasks include handling, recruitment, and setting up interviews for open positions in the company, taking care of internal relations, employee training, development, performance management
- Always looking for ways to improve and reinvent the recruitment process.
- Preparing or updating employment records related to hiring, promoting, and terminating.
- Coordinating activities between the company and outside parties.
- Coordinating holiday and sick pay.
- Dealing with employee complaints
- Responding to letters, emails and general correspondence.

Sr. HR Recruiter &Team Leader Fasttrack

HR Services, Ahmedabad, Guajrat December

2017 to 15th Jun., 2018.

Roles & Responsibilities:

- Partnering with hiring managers to determine staffing needs
- Sourcing from CVs from portals
- Screening resumes
- Performing in-person and phone interviews with candidates
- Coordinating interviews with the hiring managers
- Following up on the interview process status
- Maintaining relationships with both internal and external clients to ensure staffing goals are achieved

Worked as a Freelancer (Upwork Odesk)

INDUSTRIAL TRAINING:

Completed 60 days of Industrial Training from **CDAC, Orlando Solutions and Academy, Indore (M.P.)** on **Java Technology** and **Adobe Photoshop**.

PROJECT DETAILS:

Completed Project on Investor **Self Service Portal (IISP)** in Java which provides the online rights to the investor through that they can use redemption, switch, view profile and so on.

TECHNICAL EXPOSURE:

Papers Presented:

- “**Mobile Computing in Recent Trends**” in National Conference on **Future Trends in Wireless Communication and Application** (FTWCA) at Mandsaur Institute of Technology, Mandsaur (M.P.).
- “**Space Technology**” at **National Conference on Advances in Mechanical Engineering** (NCAME 2012) at Mandsaur Institute of Technology, Mandsaur (M.P.).

EXTRA CURRICULAR ACTIVITIES:

- Stood first in all **Hand Writing** competition at School level.
- Participated in various **Cultural** events at School and College level.
- Won prizes in **Singing and Dancing** competitions.
- **Topped 5th and 8th** Semester in College
- Worked as a coordinator in **Junkyard** and **Treasure Hunt**.
- **Hosted** and participated in many events at College.
- **Won** the tag of **Punctual** student in college.

Strengths:

- Responsible
- Punctual
- Leadership quality
- Learning agility
- Flexibility & Adaptability.
- Complaint Resolution
- Building Client Loyalty

PERSONAL DETAILS:

Name	:	Khushboo Lot
Father' s Name	:	Mr. Suresh Lot
Mothers Name	:	Mrs. Rekha Lot
Date of Birth	:	March 28, 1992
Gender	:	Female
Mother tongue	:	Hindi
Nationality	:	Indian
Hobbies	:	Reading Novels and Writing works Internet Savvy Listening Music & Singing Doing Meditation Playing Badminton and like Painting/Sketching
Marital Status	:	Spinster.
Languages	:	Hindi & English
Address	:	718-A, Abhinandan Colony, Mandsaur (M.P.).

DECLARATION:

I do hereby declare that the particulars of information stated here in above are true, correct, and complete to the best of my knowledge and belief.

Date:

Place:

(Khushboo Lot)

