

# Purnima Soni

## MARKETING INTERN (I'M LOOKING TO GROW MY CAREER AND GAIN VALUABLE NEW EXPERIENCES)

A confident and bold problem solver, willing to take risks, fails and try again. A Digital Marketing intern with A disciplined finisher who helps encourage and the push the team to ensure tasks are fulfilled to completion.

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in <https://www.linkedin.com/in/purnima-soni-250999/>

## MARKETING TOOLS

- Graphic design
- SEO
- Google analytics tool
- GetResponse
- SEM
- Marketing communications
- Data analysis
- Marketing research
- GoDaddy Website Builder
- Google Ad

## EXPERIENCE

### Frontier Developer

Taskus Indore Sep 2021 - Present

- Organized and detail-oriented with a strong work ethic.
- Resolved problems, improved operations and provided exceptional service.
- Developed and maintained courteous and effective working relationships.
- Passionate about learning and committed to continual improvement.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

### Customer Support Executive

Flipkart(Startek) May 2019 - Aug 2021

- Proven ability to develop and implement creative solutions to complex problems.
- Proved successful working within tight deadlines and a fast-paced environment.
- Resolved problems, improved operations and provided exceptional service.

### Support Executive

Firstsource Solutions

- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Listened to customers' questions and concerns to provide answers or responses.
- Built strong relationships with the field operations team to support business development opportunities and improve service.
- Utilized crisis management techniques to offer corrective solutions and maximize customer satisfaction.
- Kept a high average of performance evaluations.

## EDUCATION

### Digital Marketing

Mica (UpGrad) Jul 2022 - Present

I am pursuing digital marketing courses in UpGrad (Mice), along with all the basic concepts of digital marketing learning Social Media Advertisement.

### **Post Graduation**

**Sant Hirdaram Institute of Management for Women Bhopal** *Sep 2020 - May 2022*

Completed Post Graduation MBA (with Dual Specialization in Marketing and HR)

### **Bachelor of Commerce (B.Com) Tax Procedure and Practice**

**Government Arts And Commerce Naveen College** *Jul 2017 - Apr 2020*

Completed Bachelor of Commerce (B.Com) Tax Procedure and Practice full-time three-year undergraduate degree course by the Barkatullah University Bhopal.

## **SKILLS**

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- Excellent writing and communication skills
- Ability to work independently and as part of a team
- Flexibility and adaptability
- Strong work ethic
- Superior organization and time management skills
- Able to learn and quickly understand systems and processes to solve problems
- Top five strengths: Learner, Analytical, Independent, Belief, Responsibility.

## **LANGUAGES**

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English

Hindi