

Sakshi Valecha

ONBOARDING EXECUTIVE/
OPERATIONS EXECUTIVE

Details

Indore
India
+91 9770011400
sakshivalecha31@gmail.com

Skills

- Customer service
- Communication
- Teamwork
- Microsoft Office
- Excel

Languages

- English
- Hindi

Profile

Experienced professional with a proven track record in the technology sector, specializing in an online astrology platform. Proficient in customer service, communication, and teamwork. Skilled in Microsoft Office and Excel. Previously held the role of Operational/ Onboarding Executive at Astrotalk, contributing to the organization's success. Eager to apply my skills and expertise to foster growth and accomplish future objectives.

Employment History

Onboarding Executive, Astrotalk, Indore (WFH role)

JANUARY 2022 – FEBRUARY 2023

In my role as an Onboarding Executive at Astrotalk, my duties included overseeing the smooth onboarding of new astrologers, life coaches, psychologists, etc. Key responsibilities comprised:

- Guiding clients through the onboarding process, addressing queries, and resolving concerns.
- Collaborating with cross-functional teams to guarantee a seamless onboarding experience.
- Offering training and support to selected astrologers to ensure their comprehensive understanding of the platform and app.
- Maintaining precise records of client interactions and updating relevant databases.
- Recognizing opportunities for process enhancement and suggesting improvements to refine the onboarding procedure.

Education

"X" CBSE BOARD, Chameli Devi Public School , Indore

JUNE 2015 – JUNE 2016

CGPA - 7.4/ 10

"XII" CBSE BOARD , Chameli Devi Public School , Indore

JUNE 2017 – JUNE 2018

Percentage - 65%

B.com Honors , St. Paul Institute Of Professional Studies (D.A.V.V. University) , Indore

AUGUST 2018 – AUGUST 2021

Aggregate percentage (including all 3 years) - 80%

MBA in Business Management , NARSEE MONJEE (NMIMS) , Indore (ODL)

JANUARY 2022 – DECEMBER 2023

Results are yet to be declared.