Ashwini Yadav

DIGITAL MARKETING

Commerce graduate with experience as a Customer Support Executive. Seeking career transition to Digital Marketing to leverage skills and pursue professional growth. Eager to apply an analytical mindset and customer-centric approach to excel in digital marketing initiatives.

✉ ashwiniyadav1516@gmail.com 📱 8336079879 📍 Howrah, Kolkata in https://www.linkedin.com/in/ashwini-yadav-840944207

EXPERIENCE

Client Solutions Representative Intern

Mahindra holidays | Kolkata   *Feb 2023 - Mar 2023*

As a Tele Marketing Intern, I honed phone-based communication skills, contributed to marketing campaigns, and assisted in lead generation. This role enhanced my interpersonal abilities and provided insights into consumer behavior

Customer Support Executive

Startek Aegis Pvt. Ltd. | Kolkata   *Apr 2023 - Sep 2023*

As a Customer Support Executive, I adeptly managed customer inquiries and issues, ensuring prompt resolution and satisfaction. Leveraging my excellent communication skills, I effectively addressed concerns with empathy and professionalism, fostering positive relationships with clients. My ability to multitask and prioritize enabled me to handle high call volumes efficiently while maintaining quality service. Through active listening and problem-solving, I contributed to enhancing customer experience and loyalty.

PORTFOLIO

Projects

Please check the link below.

https://www.notion.so/Ashwini-Yadav-Digital-Marketer-Portfolio-f9aa9d17c9e5453f86c9b49ef2a8ed34?pvs=4

EDUCATION

Digital Marketing PRO

MyCaptain   *Dec 2023 - Present*

Currently enrolled in a digital marketing course where I'm mastering social media marketing, both paid and unpaid. Down the line I am also learning to navigate Facebook and Google Ads while also diving into the fundamentals of SEO. Excited to apply these skills to create impactful online campaigns and boost brand presence.

Bachelor of Commerce

Acharya Jagdish Chandra Bose, College   *Apr 2017 - Mar 2020*

ISC

Ratnakar North Point School   *2015 - 2017*

SKILLS

- Chat GPT
- Canva
- Social Blade
- MS Excel with power BI