

RISHABH BHADAURIA

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SUMMARY

Creative writer and content strategist with international experience across diverse industries including e-commerce, education, and customer service. Proven ability to manage and deliver creative content for over 30 clients while excelling in communication and problem-solving. Fluent in English and skilled in MS Office, with a strong foundation in accounting, finance, and law. Seeking to leverage my expertise in a dynamic and collaborative environment.

WORK EXPERIENCE

Creative Writer **July 2023 – Present**
ISOLS Group | July 2023 – Present

- Write creative content for over 30 clients, including blogs, articles, and marketing copy.
- Collaborate with marketing teams to develop content strategies that improve client engagement.

Resolution Specialist **August 2021 – September 2022**
Amazon Marketplace, US

- Resolved complex customer service inquiries for U.S. clients, ensuring a high satisfaction rate.
- Specialized in handling escalated cases and providing timely resolutions.

Spoken English Teacher & Motivational Speaker **March 2021 – August 2021**
Bloombrain Learning, Noida

- Delivered English language training to students, focusing on spoken fluency and confidence-building.
- Conducted motivational seminars for student development.

Collection Specialist **December 2020 – March 2021**
Volans Infomatics

- Managed collections for clients in Australia and New Zealand, achieving recovery targets consistently.

Customer Support Associate **February 2020 – December 2020**
Tech Mahindra

- Provided support for Qatar-based clients, resolving technical and billing inquiries efficiently.

Team Member (Part-time)
Marks and Spencer's, Heathrow Terminal 2 | UK

- Assisted with daily operations in a fast-paced retail environment.
- Delivered excellent customer service, particularly to international travelers.

Assistor
Sainsbury Supermarket, West End Lane, London

- Helped differently-abled customers with their shopping needs, providing a supportive environment.

Assistant Accountant
Right4U Consultancies Ltd., London

- Supported financial accounting tasks, including data entry, reconciliations, and client management.

EDUCATION

B.A.LL.B. – Rabindranath Tagore University, Bhopal (2014 - 2019) **July 2014 - July 2019**

- Graduated with top rankings in 6 out of 10 semesters.
- Winner of National Level Quiz on Intellectual Property Law, 2019.

BA Honours in Accounting and Finance – University of West London, UK **2012 - 2014**

- Designed and optimised a robotic control system, realizing a 12% performance improvement.
- Coordinated testing and validation, ensuring compliance with industry standards.
- Provided technical expertise, contributing to a 15% reduction in system failures.

Senior Secondary Education (Commerce) – Delhi Public School, Gwalior **2011 - 2012**

Secondary Education (Class 10) – Delhi Public School, Gwalior **2007 - 2010**

ADDITIONAL SKILLS

- **Technical:** MS Word, Excel, PowerPoint, Internet Operations, Sage 50, Video Editing
- **Languages:** Fluent in English (written and spoken), Hindi
- **Legal & Research:**
 - Completed Basic Training Program on Manupatra
 - Part of Seminar on Parliamentary Procedure (2016 and 2018)
 - Participated in Legal Literacy Camp
 - Secured 1st Rank in National IPR Quiz
 - Attended One-day Workshop on Cyber Security Awareness
- **Debating & Public Speaking:**
 - Participated in Inter-college Debate
 - Participated in State-level Debate Competition
 - Participated in Debate Competition at Pandit Kunjilal Dubey Rashtriya Sansdiya Vidyapeeth
- **Core Competencies:** Creative Writing, Customer Service, Problem Solving, Teamwork, Leadership, Communication, Time Management

LANGUAGE PROFICIENCY

- English: Fluent in both written and spoken communication.
- Hindi: Native, but primarily use English in professional settings.

ACHIEVEMENTS

- Winner of Intercity Basketball Tournament (2012)
- Gold Medalist in Swimming (School Level)
- Merit Certificate in All India Talent Hunt (Commerce, 2012)
- State-level Basketball and Volleyball Player

INTERESTS

- Virtual gaming and military strategy games
- Engaging with international communities and cultures
- Basketball, football, and other outdoor sports