

Shivangi Mishra

Location: Gorakhpur, Uttar Pradesh, India

LinkedIn | Email: shivangimishrav01@gmail.com | Mobile: +91-9555237877

STUDENT

I am an enthusiast learner with a habit of learning by doing, a team player, smart working nature with a can-do attitude. Aspiring to learn and accomplish the organizational goals accompanying my professional development. Currently seeking **opportunities** in the field of Operations and CRM.

SKILLS

- Tools** : G-Suite, MS-Excel, Wati, Delightchat- Shopify, Canva
- Soft Skills** : Smart working, Critical Thinking, Adaptative with positive attitude, Leadership
- Languages** : Hindi Proficiency (written and spoken) and English Proficiency (written and spoken)

EXPERIENCE

Donor Support Executive

Charitism

June 2022 – January 2024

Remote – Gorakhpur, Uttar Pradesh, India

- Following up on the chats and calls for the clients or lead conversion
- Developing an important and reliable relationship between the clients and company.
- Auditing of the workflow in support department to help delivering better customer experience.

Administration

The Mum Shop

Nov 2021 – May 2022

Remote – Gorakhpur, Uttar Pradesh, India

- Tracking inventory and product management of the client.
- Was responsible for managing and organizing office operations.

Content Writer

Mentify

Sept 2021 – Dec 2021

Remote – Gorakhpur, Uttar Pradesh, India

- Delivering non-plagiarized and real contents over different mental health related topics.
- Was responsible in assisting the organization for researched and potential content.

EDUCATION

Madan Mohan Malaviya University of Technology

Bachelor of Business Administration

Gorakhpur, Uttar Pradesh, India

Oct 2021 – June 2024

Carmel Girls' Inter College

Senior Secondary Education

Gorakhpur, Uttar Pradesh, India

April 2019 – July 2021

Carmel Girls' Inter College

Secondary Education

Gorakhpur, Uttar Pradesh, India

April 2014 – April 2019

ACHIEVEMENTS

- Was appointed as Media and Alumini Relations Head in college society "The Finance Club".
- Volunteered in an NGO for tutoring the underprivileged kids.