

SANIYA BEGUM

Senior Operations Representative

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Bangalore

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EXPERIENCE

Senior Operations Representative

Concentrix

12/2021 - Present Bangalore

- Matrix process of Concentrix in trust and safety of Google Analyzing & maintaining Google Advertisement
- Analyzing and reviewing user profile, videos, & text-based content & investigating, escalating, resolving issues that are reported by users or flagged by the system.
- Staying Up to date on the latest trends, based on the monetization of their channels, ensure that their channels are getting Advertisement.
- Quality Review on production to improve process efficacy.
- Preparation of daily productivity reports on Google sheets.
- Providing Training for incoming recruits.
- Conducting process knowledge activity.

Assistant Manager

ICICI Bank Wealth Management

11/2019 - 05/2020 Bangalore

- Executed all banking operation activities like, cash transaction, sales activities, customer queries.
- Assisted customers with returns, refunds and resolving transaction issues.
- Handled cash with high accuracy and took care to check bills for fraud.
- Build positive relationships with customers to increase repeat business.

EDUCATION

MBA HR-Marketing

62%

Bapuji B Schools (VTU) ,

05/2018 - 2020 Davangere

B.COM (Bachelors of Commerce)

63.5%

Nuthan Institute of Management (Nims)

04/2015 - 03/2018 Davangere

2nd PUC (Commerce)

50.66%

Vaishnavi, Chethana

2014 - 2015 Davangere

CERTIFICATION

Digital marketing (Internshala Trainings)

This course is a rigorous, in-depth and hands-on learning program consisting of 6 courses and 6 projects designed to prepare the learner for a career in digital marketing

LANGUAGES

English

HINDI

Kannada

Urdu

ACHIEVEMENTS



Digital Marketing, Internshala Trainings,

"Google certification, Skillshop, HubSpot."

SKILLS

Digital Marketing

Blogging/Google Analytics4

Content/Email Marketing

SEO/SEM

Google search / Display Ads

Social Media Marketing

Microsoft PowerPoint

Microsoft word / MS Excel

AI, ChatGPT , Gemini

Content Moderation

PROJECTS/ INTERNSHIPS

Digital marketing

11/2023 - 02/2024 Internshala

Digital marketing course along that worked on projects on platforms which tasks are given by Internshala team with duration of time completed the task Platforms like

- Publish Blog & Submit GA Report
- Plan Content & Email Campaign
- SEO Audit & Report
- SEM
- Google Display Ad Campaign
- Google Search Ad Campaign
- Social Media Marketing (Facebook Shopping Page)

In plant training at Ripple fragrances Pvt Ltd, Mysore

2019 - 2019 Mysore

Survey on ladies Perfume

- Conducted survey on ladies perfume at Ripple fragrances Pvt Ltd, .

A Study on Customer Awareness of GRB Ghee at GRB Dairy Food Pvt Ltd

11/2019 - 02/2020 Bangalore

Awareness of GRB Ghee

- 3 day Live Sales activities of GRB Dairy Food Pvt Ltd.