

RESUME

ISHITA SINGH

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Strengths

- Good effective Communication skills.
- Efficient in Operations and management.
- Leadership quality.
- A quick learner.
- A good team player.
- Good computer knowledge.
- A hardworking attitude.
- Good time Management skills.

Employment

- Amazon India. Virtual Customer Support from Oct 2018 till Present date

Responsibilities

- Handling E-mails and responding to emails for North America and Rest of the World customers.
- Providing support to customers for issues related to Alexa and Amazon devices.
- Handling Prime Video issues and Appstore issues along with Twitch.
- Providing best customer service is the core deliverable .

- Vidya Singh & Associates. Manager from 2015 till 2018

Responsibilities

- Managing the overall office administration.
- Arranging client meetings.
- Keeping track of employee attendance and salary.
- co-ordinating with various vendors on site and off site as well.
- Visiting sites to keep a check on daily progress.

- Skillkraft Solutions. Sr. HR Manager from Feb 2013 till November 2014.

Responsibilities

- Handling a team of 10 People to achieve the set targets.
- Co-ordinating with Clients/ HR of companies for business needs.
- Screening/ Interviewing / Shortlisting candidates as per the requirement.
- Briefing/ Training candidates on soft skills, presentation, job summary.

- Keeping a track of overall office administration.
- Maintaining the track record of client payouts and receiving them on time.
- Attending / Arranging Client meetings for business development.

Educational Qualification

- Diploma in Travel and Tourism Studies.
IGNOU, Pune.
- Bachelor of Economics,
St. Mira's College, Pune.
- Diploma in Events and Advertisement,
College of Events and Media, Pune.
- HSC (Passed in the year 2009), M.S Board,
L.A.D College, Nagpur.
- SSC (Passed in the year 2007),C.B.S.E Board,
Modern School, Nagpur.
- Diploma in Digital Marketing.
Internshala, Pune.

Career Summary

- Result focused professional offering 5 years of Managerial experience.
- Good communication with consultative approach, strong negotiating skills,exceptional problem solving abilities, and a keen client needs assessment aptitude.
- Flexibility for adapting new work cultures with result focused attitude.

Personal Details

- Date of birth : 20th August 1991
- sex : Female
- Marital Status : Single
- Languages Known : Hindi, Marathi , English , French, Hebrew
- Hobbies : Travelling, Dance, Photography, Adventure sports, Outdoor sports.
- Extra-curriculum achievements : Events managed for different occasions, NCC cadet in school, Trekking camps attended, State-level basket ball player, Dance workshops attended,Weddings planned and executed end to end.

Declaration : I hereby do declare that the above mentioned particulars are true to the best of my knowledge and belief.