Arati Maurya

Gurgaon, Haryana

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9354176329

Willing to relocate: Anywhere

Work Experience

Category lead-product

Intellect Design Arena Ltd - Gurgaon, Haryana

June 2018 to Present

Worked as a team lead in Product Approval, where sellers' products had to be
approved by reviewing the catalogue against the established parameters/
features. Also worked in product sanitisation which requires removal of
products from the marketplace after through examination of every product and also worked on CRM
(Customer Relationship Management), Incident
Management.
• Knowledge of all seller dashboard related issue
• Knowledge of all Buyer dashboard related issue
• Worked on brand verification and authentication via check on IP India
• Check Mail through escalation and Resolve All Problems of Seller and Buyer
• Bid management
• Incident management

ACHIEVMENT
• Defect management - ensured marketplace sanity by identification and removal of incorrect
catalogue
• Conducted secondary research on product categories and helped in specific creation of product
category
• Pilot project for brand verifications.
• Pilot project for Catalog management
• Prevent all service level agreement (SLA) breach in entire tenure
• Proposed formulations of brand guidelines
• Research through IP India/NSIC/Udyog adhar

Catalog Approval Executive

Government e-Marketplace

December 2017 to May 2018

Analysed the requests for creation of new categories and modifications to the current product
categories in the marketplace
• Technical parameter TP Preparation & Uploading of Product
• Worked as a lead in product processing.
• Research and analysis of product
• Research and analysis of Tender Documents

• Resolve all issues of Buyer's and Seller's

Network Support Engineer

DGS&D - Delhi, Delhi

July 2017 to November 2017

Analyzed the requests for creation of new categories and modifications to the current product categories in the marketplace
• Technical parameter TP Preparation & Uploading of TP
• Handled the tasks of documenting network problems and resolutions for future reference
• Performed installation, configuration and testing of LAN/WAN devices

IT- Support Engineer

Raghav Energy Private Limited - Delhi, Delhi

December 2015 to July 2017

• Working with LAN/WAN technology
• Working with Active Directory and Exchange 2003/2007/2010
• Supporting MS Office 2003/2007/2010
• Sophos, McAfee and other Antivirus Software

Education

B.TECH (Electrical and Electronics Engineering

U P T U

Skills / IT Skills

• EXCEL

• POWERPOINT

• WORD

• TIME MANAGEMENT

• TEAM PLAYER

Additional Information

SKILLS

MS-Word, MS-Excel, PowerPoint, Team Player, Quick Learner, Time Management, Hard-worker, Leadership, Ability to Work Under Pressure