

Monika Yadav

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OBJECTIVE:

To work in a competitive environment that effectively utilizes my analytical, interpersonal, leadership and organizational skills to conceive and achieve solutions. The solutions which help the organization in not only meeting its targets, but also allowing it to grow, thereby, enhancing my own skills as an individual and as a key player in the organization's development.

EXPERIENCE:

- Working experience as front Helpdesk Executive in **Mediology software Pvt ltd** since September 2019. To May 2020.
- Also, Carrying an experience of working in Outbound Process of General insurance in **HDB Financial Services**, Delhi (3rd party of HDFC Bank LTD) since SEP. 2018 to May 2019 As a Tele Sales Executive.

WORK PROFILE:

MEDIOLOGY SOFTWARE PVT LTD.

(Since September 2019 to May 2020)

- Assisting HR on conducting interviews.
- I have to give Employment Form and test papers to the candidate (as per their applying profile), and collect same to give the “concern department managers” for interview process.
- Book flight tickets and accommodation for guests and when required.
- Maintain monthly Expense sheets.

- Joining formalities: Collecting all the relevant documents from new joiners and verify the documents and update same in sheets.
- Maintain and update ESI and PF data of all new joiners.
- Any miscellaneous work given by HR and CEO of company.
- Manage courier and monthly stocks.

HDB FINANCIAL SERVICES.

(Since September 2018 to May 2019)

- In HDB Financial Services, I'm talking to HDFC Bank Credit Cards holders' customers over on call.
- Resolve some basic queries related to HDFC Bank credit card and pitching plans to customer (it's related to Aditya Birla group insurance) and,
- Convince customers to taking our plan according to his/her concern. Then taking some basic details of customers.
- And, verify the lead with the help of verification department on the recording line.
- Fill details of customer to BTSP software and generate Lead.
- Make reports of monthly insurance sales.

EDUCATIONAL QUALIFICATIONS:

IGNOU (2019)

- I have done my Post graduation in Political Science honours.

Moti Lal Nehru College (Delhi University) (2016)

- I have completed my graduation in B.A,(Political Science honours).

Government School C.B.S.E. Board

- ✦ 10+2 with Ist division.(aggregate 74%) (2013)
- ✦ 10 with Ist division.(aggregate 79%) (2011)

MISCELLANEOUS:

Major Strengths:

- ✦ Time management
- ✦ Team work
- ✦ Self-motivated
- ✦ Task orientated

TECHNICAL SKILLS:

Software:

- ✦ MS Office : Word, PowerPoint, Excel, advance excel
- ✦ Platform : Microsoft Window

PERSONAL DETAILS:

Date of Birth : 20 June 1995
Gender : Female
Language Proficiency : English, Hindi
Marital Status : Unmarried
Nationality : India
Permanent Address : Delhi

I hereby declare that all the information given is true and best of my knowledge.

Monika Yadav