

Kavana Abhishek

+9916520741 · kavana1994.upd@gmail.com

Bangalore

CAREER OBJECTIVES

To work in an organization that values professionalism and work in an environment where my abilities can be utilized to the optimum and to the advantage of the organization.

SKILLS

Quick learner	Agency Management
Good leadership quality	Effective oral and communication Skills
Attentive Listening	

PROFESSIONAL EXPERIENCE

TIMES OF INDIA

September 2019- March 2022

Brand Consultant

- Competitor analysis: Analyze the advertorial & editorial data of our competitors and provide constructive feedback to the management
- Vendor liaison : Providing on ground data analysis by researching and communicating with vendors
- Competitive monitoring: Skim through competitors' campaigns on a monthly basis & provide the consolidated data to the team
- Invoice management : Invoice follow up- Generate & share the PO number to the vendor & following up on the invoice.

MARQLAND JAGUAR & LANDROVER

February 2018-March 2019

Service Desk Executive

- Client liaison: Being first level point of contact, played a crucial role in handling tickets based on customer requests/issues over phone calls and emails
- Issue escalation : Efficient way of escalating issues to next level during abrupt situations
- Pre-job card preparation: Detailed document for starting any repair work on a vehicle, essentially acting as a blueprint for the entire service process.

TRIDENT HYUNDAI

August 2016- August 2017

Service Desk Executive

- Client Interaction: Being first level point of contact, played a crucial role in handling tickets based on customer requests/issues over phone calls and emails
- User feedback liaison: Effective interactions with business users to gather feedback.

QUALIFICATION

B.E in Computer Science and Engineering

DISCLAIMER

I hereby declare that all the details furnished above by me are true to the best of my knowledge.