Email Id: arorasonia1956@gmail.com

Contact no: 8750516676

Address:1104, Swamanorath, Sector-6

Wave City, Ghaziabad 201002.

**SONIA ARORA**

## OBJECTIVE

Looking for a challenging position that can provide a platform to prove myself and help me strengthen my skills in conjunction with organizational goals and objectives.

**WORK EXPERIENCE**

**Experience 2**

Organization Falcon Force Pvt Ltd (Expert Serv Solutions)

Location Gurugram

Department Chat (Non-Voice)

Designation Customer Care Executive

Duration Sept 2014 to Feb 2015

Responsibilities

1. Verizon chat process

1. Activating phone numbers online
2. Resolving the different issues regarding activation

**Experience 1**

Organization IMRB International

Location Different locations of Delhi and outside of Delhi

Department Market Research

Designation Freelancer Marketing Survey Interviewer

Duration 10th June 2012 to 10th June

Responsibilities

1. Taking interviews of selected customers for produce survey.

2. Reevaluate forms

3. Field for collecting information

**ACADEMIC PURSUITS**

Completed Post Graduation (MA Education) from Lovely Professional University.

Completed One year diploma in Advance Psychology and Counselling from International Career Institute of USA.

Completed graduation in Arts (B.A) from Delhi University (SPM College).

Completed XII from SBM School Nehru Nagar Delhi.

**TECHNICAL SKILLS**

Working knowledge of MS-Office & Internet tools

Typing speed of 35WPM

Knowledge of all Social media platforms like Instagram, Facebook.

Skills of making posters and ads on Canva platform

**PERSONAL DETAILS**

Date of birth 21st December 1983

Languages knew Hindi, English, and Punjabi

Hobbies Travelling

Marital Status Single

(Sonia Arora)