**DEVIKA BHATNAGAR**

540-D Regent Shipra Sun City, Indirapuram, Gzb

**Contact No:** +919717569116; **Email:** [devikabhatnagar90@gmail.com](mailto:devikabhatnagar90@gmail.com); **DOB:** 14th May, 1990

**CAREER OBJECTIVE**

To work in a challenging and stimulating environment of an esteemed organization, where

my potential and experience would help in contributing towards the success of the company

and in turn I achieve self-development and growth.

**WORK EXPERIENCE**

* **Betaout(June 2015 to till date)**

**Designation:** HR cum Marketing Manager

**Key Responsibilities:-**

* Part of talent acquisition team. Help to expand the team size and bring the right fit to the company by helping conduct interviews and co-ordinating with teams for further rounds.
* Taking care of on-boarding and exit formalities of employees, employee grievance, salary structuring, employee engagement and other team-building activities.
* Also, involved in the pre sales activity by reaching to the prospects by way of e-mail marketing or through direct interaction as and when required. Further, analysing the interested prospects and communicating them case based features/benefits to qualify them into leads.
* On occasions, also help build the visibility of the company through various social media channels by managing accounts and posting relevant facts about the company. Tweeting at the right moment and doing competitor analysis with respect to competitor's presence on social media. Through these activities working to increase traffic and bring maximum users to the website to further apply strategies to pitch them.
* **iProf Learning Solutions (India) Pvt. Ltd. ( December 2014 to June 2015)**

**Designation:** Senior Executive (Operations)

**Key Responsibilities:-**

* Worked on the designing of a newly launched product named Iprof Live- Study Buddy which intends to provide a free platform to students and teachers who are looking for tuition services by thus, creating employment opportunities for the tutors.
* Designed a process flow of Verification and worked on building up the whole model.
* Implemented ideas by undergoing Research and development for seeking web sources from where mandatory verification checks can be conducted.
* Documented the Research conducted, defined complete process map and TAT for completing the flow. Prepared script for interview and reference checks.
* Worked with team members to help them with verification of checks and conducting interviews of tutors on call post launch of the product.
* One of my Key Role Area was also, to analyse data of the stakeholders i.e. teachers, students and parents to observe the usage of iProf App.
* This helped in understanding the trends of each school whether the stakeholders were using the App partially or completely further, training sessions were conducted with tutors through either Team Viewer or telephonic call.
* **KPMG (September 2012 – July 2014)**

**Designation:** Analyst (Verification)

**Key Responsibilities:**

* Worked as a client servicing staff in the Verification department and handled over 14 key accounts.
* The primary responsibility was to assist the account manager in managing multiple clients by maintaining accurate MIS of reports generated and keeping track of operations.
* Maintained trackers to keep information handy and resolving client queries in regards to status updates, Turn Around Time (TAT), Invoicing information, Scope of Work (SOW) etc.
* Process mapping for new as well as old clients to ensure quality service and maintained Service Level Agreements.
* As a client servicing staff, was acting as the first point of escalation in cases where the client may have any concerns in regards to the business operations. Had interactive sessions and meetings with clients to seek feedback regarding process flow and resolve issues, if any.

**EDUCATIONAL QUALIFICATIONS**

**Bachelors of Arts(Hons)Mathematics, 2011**

Delhi University- Indraprastha College for Women

**Intermediate, 2008**

Cambridge School, Noida, UP (CBSE)

**Matriculation, 2006**

Cambridge School, Noida, UP (CBSE)

**Computer Skills**

Microsoft Excel, Word, PowerPoint, Windows, Mac, Linux/Ubuntu

**EXTRA CIRRICULAR ACTIVITITES AND PROJECTS**

* Volunteered for cause to support cancer, a walk held at India Gate (New Delhi)
* Participated in Delhi Half Marathon; a run conducted for cause covering 6 kms at Jawaharlal Nehru Stadium( New Delhi) as a part of KPMG team held in December 2013.
* Presented the project in college entitled “Mathematics and golden ratio in nature” on statistics in the national conference
* Participated in National Conference on “Mathematics beyond formulas and theorems”.