**Shivi Saraswat**

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**Career Objective**   
  
“To be a part of the challenging team which strives for the better growth of theorganization and which explores my potential and provides me with the opportunityto enhance my talent with an intention to be an asset to the company.”

**Academic Overview**

* B.Tech in Computer Science from Rishi Chadha Vishvas Girls Institute Of Technology, Ghaziabad (U.P) in the year 2013. (70%)
* Intermediate from Takshashila Public School, Shahjahanpur in the year 2009. (55%)
* High School from Takshashila Public School, Shahjahanpur in the year 2007. (76%)

**Projects/Training/Experience:**

**Currently working as Quality Associate (Department- Recharge) with** a company named One97 **communications pvt.ltd. (Paytm) (URL: paytm.com) ( 45 Months)**

* Receiving the leads generated via calls and tickets (Salesforce)
* Audit of the leads generated via both the method to enhance the process and provide better growth to the sellers and company too
* Maintaining the reports and instructing accordingly
* Working on Sales force and other Quality tools as well
* Visiting the client site for process enhancement.
* Knowledge of TNI, calibration, TnM and Dip Check techniques to keep a check on the quality
* Managed vendor site also for the quality purpose
* Certification and training of the new agents
* Vendor management is the key role to the profile and also handled quality of 98 agents at the site

**I had joined Paytm as an Associate- Operations (Department- Merchant Training Team) with** a company named **Paytm. (URL: paytm.com) and then got promoted as quality associate**

**Here my roles and responsibilities includes:-**

* Receiving the Leads generated for training of the merchants
* Analyzing the related concerns
* Training on the live seller panel and troubleshooting the issues to meet the merchant’s satisfaction and enhancing the business abilities with better quality check
* Managing a team as well to resolve the seller’s escalations
* Maintaining the reports via using Salesforce software to keep the track and escalating the concerns for further improvements
* Working on **Salesforce** software and using the **Service Cloud** product of it to grow with better CRM functionality

Previously Worked as **Sr. Quality Analyst** with a company named **WeMark Marketing**

**Private Limited. (URL: wemarkindia.com)(15 Months)**

**As a Sr. Quality Analyst my roles and responsibility includes**:

* Meeting with clients to take the requirement
* Verification of reports received to check the quality
* Validating the reports as per the requirement to lead client satisfaction
* Extraction of negative aspects in the audit procedure and forwarding recommendations of Improvement to Project Manager.
* Analyzing the reports received to check the basic requirements also know as first level validation.
* Reporting to the client on completion of project and handling the queries to resolve the issues with the help of team.

**Client Handling**:- PVR Cinemas, Indigo Airlines, Kwality Wall’s, Lakme Saloon, Bajaj Finance, Made In Punjab, Masala Library and many more.

**I have an experience of team handling for 15 months and team consists of 8 members.**

**Computer Proficiency**

* Operating System: Windows XP, Vista, 7 Home Basic
* Productive Tools: MS Word, MS Excel, MS Power point, Salesforce Software.
* Technology : Basic AWS knowledge

**Extra Curricular Activities**

* Attended workshop on software testing.
* Secured 54th rank in Math’s Olympiad at school level.
* Stood 1st in Badminton Match.
* Good communication skills.
* Stood 2nd in extempore competition.

**Personal Details**

* Father’s name                : Mr. Sanjay Kishore Sharma
* Date of birth                   : 05-04-1991
* Languages Known : English, Hindi
* Gender:                     : Female
* Marital Status : Single
* Permanent Address       : H.NO-14, Raghuvar Niwas,Kuncha lala,Shahjahanpur(U.P)-242001

I hereby declare that the above information is true according to my knowledge.

**(Shivi Saraswat)**