



Malvika bhansali

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OBJECTIVE

Seeking an entry-level position as business analyst to begin my career in a high-level professional environment. To secure employment with a reputable company, where I can utilize my skills and business studies background to the maximum. Seeking a challenging career with an MNC.

SKILLS

- Customer Service Skills
- Microsoft Suite
- Google Suite
- Presentation Skills
- Communication Skills

EXPERIENCE

Sutherland

Associate

Duration : **November 2021 - Present**

- Resolving Netflix issues for customer through chat and inbound calls
- Troubleshooting Error codes for Customers
- Helping customers to make payment
- Resolving payment related queries

Teleperformance

Senior Customer Service Associate

Duration : **June 2021 - November 2021**

- Identifying Hardware and software solutions
- Troubleshooting technical issues
- Diagnosing and repairing faults
- Communicating with customers to quickly get to their root of the problems
- Managing multiple cases at one time

Lumina Datamatics Limited

Executive

Duration : **January 2020 - April 2021**

- I have worked for Macy's project, setting up items and item maintenance for Macy's vendors
- I have done cataloging for Macy's website
- Interacting with vendors on JIRA, used VMware for data analysis, Irfanview for photo editing and Winiscp for photo uploading
- I have worked for Walmart Partner Onboarding Support
- Technical Account Manager for sellers on Walmart, I had to communicate and guide sellers for Walmart account activation and following up with them by using Salesforce and Walmart Seller Center

Godrej Security Solutions

Back Office Executive

Duration : **January 2018 - November 2019**

- I have booked orders in ERP system, preparing data for stock requirements of the orders booked
- Intermediator between the call center and service regional manager to give effective resolution to logistical problems and installation of products
- Dispatching keys from warehouse to end-user
- Reconciliation of data, documentation of bill submission

Cybermine integrated Services Private Limited

Digital Marketing Intern

Duration : **June 2017 - July 2017**

- Content writing for products on Amazon, product sourcing, Listing on Flipkart, Amazon, Snapdeal
- Social Media Marketing on Facebook

Megatech Digital private Limited

Marketing and Campus Ambassador

Duration : **October 2015 - November 2015**

I had to promote the application to franchises, merchants and college going students and ask them to install the application. Internship was product testing of the application.

EDUCATION

NMIMS Global

Post graduate diploma in Information technology and systems management

Passing Year - **2022**

Grades : **Pursing**

Nirmala Memorial Foundation College

Bachelor of Management Studies

Passing Year - **2013-2017**

Grades : **C Grade**

Maharashtra State Board

Higher Secondary School

Passing Year - **2011-2012**

Grades : **68 %**

Shanti Nagar High School

Secondary School Certificate

Passing Year - **2010-2011**

Grades : **62%**