**ISH KATARIA**

**Mobile:** +919953309726**~ E-Mail:** [ishkataria@ymail.com](mailto:ishkataria@ymail.com)

**JOB OBJECTIVE**

Seeking a job that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allows for future growth and advancement.

**PROFILE SUMMARY**

* 20 months of experience in Administration and Vendor & Client Coordination in Publishing sector
* Proficient in handling activities in coordination with internal / external departments for ensuring smooth functioning of business operations
* Abilities in handling multiple priorities, with a bias for action and a genuine interest in personal and professional development
* Focused & goal driven with strong work ethics, continuously striving for improvement coupled with commitment to offer quality work
* Good communicator with excellent management & interpersonal skills

**ORGANISATIONAL EXPERIENCE**

**May 1, 2016 - Till date Teleperformance**

**May 19, 2014 – April 30, 2016 Tech Mahindra - Business Services Group**

**Role: Senior Analyst**

* Audit team members work, Errors escalated as per hierarchy.
* Conducting weekly base process training sessions. Identify training needs and organize training interventions to meet quality standards.
* Identifying BQ (Bottom Quartile) agents and train them.
* Quickly learn and build expertise in new processes and internal tools.
* Build product knowledge base on a high volume of diverse products through user and product space research and analysis of data from multiple channels.
* Deeply analyse data to determine appropriate semantic boundaries for product categories.
* Compose clear and articulate written category definitions to ensure accurate classification and labelling of products.
* Gather and review data to drive expansion and refinement of the existing taxonomy, identifying gaps and collisions, with the ability to seamlessly integrate new and evolving content into the current structure.
* Collaborate with cross-functional teams on project initiatives to enhance Google’s user experience.
* Manage time effectively and adapt to frequently changing processes and requirements.

**Highlights**

* Won the “BRAVO” Performer of the Quarter Award consecutively for three quarters from July’15-March’16.
* Achieved the top spot in the process out of 200 employees in the month of May 2016.
* Won the “Certification of Appreciation” Performer of the First Quarter from January’17– March’17.
* Won the “Certification of Appreciation” Performer of the First Quarter from January’18– March’18  
   as well as F/O February & March.

**Jan’11-Sep’12 Planet Multimedia Publisher, Noida as Administration Executive**

**[Role: Administration Executive**

* Managed entire administration activities pertaining to the company’s & Assisting Director’s appointments, meetings & routine work
* Handled Front Office operations and incoming and outgoing calls
* Looked after different type of clerical work & prepared records
* Maintained attendance and leaves record
* Interacted with vendor regarding new installation and maintaining of software & other equipment’s.

**Highlights:**

* Represented Planet Multimedia Publisher at Book Fair, Pragati Maidan from 27 Aug-04 Sept 2011.

**FREELANCE ASSIGNMENTS**

* Worked as a freelancer for promotions of few products like Classmate, Lays, etc.

**TECHNICAL SKILLS**

* Well versed in MS Word, MS Excel & Outlook and Internet Applications.

**PERSONAL SKILLS**

* Punctual, Initiative, Hard Working & Cooperative, Adaptable to Surroundings, Ready to take on

New Challenges.

**EDUCATION**

2009 BA (Pass) from School of Open Learning, Delhi University

2006 Class XII from Vidya Bhavan Mahavidyalaya Sr. Sec. School, Delhi, C.B.S.E. Board;

2002 Class X from Vidya Bhavan Mahavidyalaya Sr. Sec. School, Delhi, C.B.S.E. Board;

**Other**

2010 Diploma Course in DOEACC ‘O’ Level (Programming Language (C), Internet, FOX PRO & Web-Designing)

**EXTRACURRICULAR ACTIVITIES**

* Won 2nd Prize in Relay Competition (04\*100m) and (04\*400m) at American Embassy School in the year 2001.
* Participated in Slogan making competition on Environment at School Level in the year 2002.
* Participated in Geography Olympiad at State Level in the year 2005.

**PERSONAL DETAILS**

Date of Birth: 23rd Dec’1985

Address: F-27, FaridKot House Lane, Copernicus Marg, (Central Delhi), New Delhi, PIN 110001

Languages Known: English & Hindi

**(ISH KATARIA)**

**DATE:**