**JYOTI YADAV**  8447778829,nikki.reach2009@gmail.com

**PERSONAL PROFILE**

I am an energetic self-motivated, self- driven individual with hand- on customer services and marketing experience. Resourceful and proactive, I combine effective communication skill with extensive product knowledge to identify opportunities and deliver a satisfactory outcome for both customer and company whilst working alone and a part of larger team. As a diligent, confident and a result-oriented person with good organizing and interpersonal skill, I am currently looking for an opportunity to further expertise my career within the client servicing industry.

**KEY SKILLS**

Proficiency in computers, Interpersonal skills, Sense of urgency, Ability to manage multiple responses,

Communication, Problem solving skills, Coordination, Attention to detail, Capable to work well under pressure

**CAREER HISTORY**

Job title – **MANAGER – ASA**

Employers name ­ Indian School of Business, ISB

Employment dates – September 2019 - Present

**Job Summary –**

* Efficient program management
* Coordinate with faculty for all programme related requirements
* Coordinate with students, respond to queries on time
* Manage the SAP, LMS systems, Budget & amp; Value addition to

the other departmental programmes/school

**CAREER HISTORY**

Job title – **ASSISTANT MANAGER – CLIENT SERVICES**

Employers name ­ NIIT LIMITED

Employment dates – August 2017

**JOB ROLE - Dedicated Remote Coordinator (DRC)**

**Job Summary –**

Single point of contact for interacting with customer stakeholder/manager for a defined region/ program. Responsible for coordinating and scheduling arrangements for delivery of training programs, events and workshops, including all logistical support.

**Job Description –**

* Pre-work tracking and following up with participants to ensure completeness.
* Booking the venue for offsite activity or social events.
* Provide support / help for all types of training events.
* Managing nomination list for programs and working with the onsite team.
* Marketing programs if required and as per client process requirements.
* Ensure offsite training event activities are performed as per the “Event

Readiness Process/System”.

* Communicate with instructors and outside vendors using both written and

spoken correspondence.

* Coordinate and block Instructor’s dates &amp; timing in lines with the training and

workshop calendars.

* Communicate with the internal and external vendors
* Ensure smooth running of events as per the program / course metadata in the

CRM.

Job title – **SR. EXECUTIVE CORPORATE COMMUNICATION**

Employers name ­ ALANKIT LIMITED

Employment dates – Nov 2015 – Feb 2017

* Create marketing and promotional materials, both print and electronic.
* Copyedit, proofread, and revise communications.
* Design and launch email marketing campaigns.
* Recommend, implement and maintain site design and operation.
* Work with manager and business units to determine event budget and manage expenses to that budget.
* Promote products and services through public relations initiatives.
* Develop marketing communications campaigns.
* Create and deliver press releases, media relations content, corporate newsletter content, social media content, and speaking proposals.

**TYPICAL WORK ACTIVITIES ALSO HAVE BEEN DONE ARE ­**

* Researching markets to identify opportunities for events;
* Producing detailed proposals for events (e.g. Timelines, venues, suppliers, legal obligations, staffing and budgets) ;
* Securing and booking a suitable venue or location;
* Coordinating venue management, caterers, stand designers, contractors and equipment hire;
* Liaising with marketing and PR colleagues to promote the event;
* Liaising with clients and designers to create a brand for the event and organising the production of tickets, posters, catalogues and sales brochures, plus social media coverage;
* Coordinating suppliers, handling client queries and troubleshooting on the day of the event to ensure that all runs smoothly;

**JOB TITLE – MARCOM EXECUTIVE**

Employers name – VINOVE SOFTWARE AND SERVICES

Employment dates – 28­oct 2013 to 2015

**WORK DUTIES ­**

* Taking care of all social media activities: ­ facebook, pinterest, g+, quora, twitter, youtube
* Co­ordination all the development in the project till the time of delivery of the project
* Writing & posting blogs/articles on every paid and free submission blog posting sites including google +
* Promotion and brand management
* Customer relationship management

**JOB TITLE ­ NODAL OFFICER**

Employers name ­ HCL INFOSYSTEMS LTD

Employment dates ­ 20­nov­12 to sep 2013

**WORK DUTIES**

* Handling escalations from client nationally and internationally
* Handling escalation and resolve them on a regular basis efficiently
* Interacting with client and help them proactively to resolve their issues

**KEY COMPETENCIES AND SKILLS**

* Co­ordination among the individuals within a team
* To increase the motivation level of the team members
* To achieve the targets and earn revenue for the company
* Reporting to the management, meeting and managing daily targets
* As a sales co­ordinator monitor market problem and analyse to make profit for the company
* Providing proper direction and instruction to team member to help them perform well

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**ACADEMIC QUALIFICATIONS**

* Qualifications gained and grades – MBA (Marketing, HR), Correspondence
* University name ­ INDIAN SCHOOL OF BUSINESS MANAGEMENT ISBM
* Study year – 2017 (completed)
* Qualifications gained and grades – BCA,1st division
* University name ­ BEACON INSTITUTE OF TECHNOLOGY (BIT)
* Study year – 2009­2012
* Qualifications gained and grades – 12th,1st division
* School name ­ K.V DOGRA LINES MEERUT CANTT
* Study year – 2007­2009
* Qualifications gained and grades – 10th, 1st division
* School name ­ K.V DOGRA LINES MEERUT CANTT
* Study year ­ 2007

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief