**CURRICULUM VITAE**

**Shivali Bishnoi** H.No.-B- 301 Ground Floor, New Panchwati,

Ghaziabad (U.P.) 201001

Mob.No. -8130336285 Email Id-**91.bishnoishivali@gmail.com**



**CAREER OBJECTIVE:-**

* To obtain a challenging position in your progressive organization where my interest and skills will significantly contribute to the corporate growth as well as the profitability of the organization.

**EDUCATIONAL PROFILE:-**

* **MBA from Lovely Professional University in 2016.**
* **B.C.A. from Chaudhary Charan Singh University in 2012.**
* **Intermediate from CBSE Board in 2009.**
* **High school from CBSE Board in 2007.**

**PROFESSIONAL QUALIFICATION:-**

* **Advance Computer Knowledge with 35 – 40 WPM Typing Speed.**
* **Diploma in Web Designing.**
* **Training in Networking.**

**TECHNICAL QUALIFICATION:-**

* **Digital Marketing**
* **Adobe Photoshop**
* **Coral Draw**
* **Adobe Illustrator**
* **Microsoft Excel**
* **Microsoft Word**
* **Microsoft Powerpoint**

**WORK EXPERIENCE:-**

* **Name of the company: 7th Solution**

Designation: **Operation Assistant Manager**

Duration: **26 Aug 2015 to Till Date**

Job Responsibilities:

1. Maintaining All Social Media Activities.
2. Maintained ongoing client communications.
3. Prepared weekly and monthly reports of Business performance.
4. Monitored daily website operations.
5. Determined client requirements and ensured optimal service
6. Coordinated website design teams and prepared staffing schedules
7. Ensured that all client websites were sufficiently monitored
8. Prepared website design specs and coordinated with clients to ensure quality work
9. Maintain MIS of the business
10. Handling Verification and Admin Departments.
11. Handling complaints of the clients and retention process.

* **Name of the company: Growth BPO Pvt. Ltd.**

Designation: **Operation Assistant Manager**

Duration: **23 Aug 2014 to 25 Aug 2015**

Job Responsibilities:

1. Maintain MIS of the Business.
2. Handling verification of the new clients.
3. Handling complaint of the clients and retention process.

* **Name of the company: Davis Value Card Pvt. Ltd.**

Designation: **Operation** **Team Leader**

Duration: **11 Dec 2013 to 09 Jul 2014**

Job Responsibilities:

1. Handling verification of the new clients.
2. Handling complaint of the clients and retention process.

* **Name of the company: Effort BPO Pvt. Ltd.**

Designation: **Customer Relationship Executive** Duration: **27 Dec 2012 to 26 Jun 2013**

Job Responsibilities:

1. Taking care of Feedback of the customers.

**LANGUAGE KNOWN:-**

* **Hindi**
* **English**

**PERSONAL DETAILS:-**

* **Father’s name  : Mr. Ajay Kumar Bishnoi**
* **Date of birth :   09 Nov 1991**
* **Gender     :   Female.**
* **Marital status : ` Unmarried.**
* **Nationality     :  Indian.**
* **Religion : Hindu.**

**DECLARATION:-**

* **I hereby solemnly declare that all the statements made in the above are true and correct to the best of my knowledge and belief.**

**Date…….…………..**

**Place…………………**    **(Shivali Bishnoi)**