

## CONTACT

### VAISHALI GARG

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## OBJECTIVE

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To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## EDUCATION

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2020

- **IMT-CDL**  
PGDM  
Pursuing

2018

- **Delhi University (SOL)**  
B.A. Hons ( English)  
3rd Division

2017

- **Meerabai institute of technology**  
Modern Office Practice  
1st Division

2014

- **Kendriya Vidyalaya**  
Senior secondary Education  
80.2%

2012

- **Kendriya Vidyalaya**  
Secondary Education  
6.0 CGPA

## EXPERIENCE

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*October 2019 - till now*

- **Eccosphere Coworking Pvt.Ltd.**  
Front Office Executive
  - Calls on Leads – 100% leads should be contacted by EOD.
  - Hub Tour Booked – 3 Hub Tour should be Booked daily.
  - Hub Tour Completed – 60% Hub tours should be completed daily.
  - CRM Updating – 100% leads should be updated on CRM.
  - Customer Grievance - 100% Customer Grievance should be handled.
  - Ticket Handling - All tickets should be closed within 1 hr.
  - Follow-up the candidates and line up their interviews.
  - Building and maintaining profitable relationships with key customers.
  - Overseeing the relationship with customers handled by your team.
  - Resolving customer complaints quickly and efficiently.
  - Keeping customers updated on the latest products in order to increase sales.
  - Set up, break down, organize, and maintain conference rooms, training rooms, and meeting rooms.
  - Making sales calls and follow up with them.
  - Arrange the events for community.
  - Client meeting.

April 2019 - October  
2019

- **Clanstech**  
Front office Executive
  - Follow-up the candidates and line up their interviews.
  - Drafting of the official letter (i.e., Rejection letter, call letter, notice, marketing e-mail, etc.)
  - Answer phone inquiries, direct calls, and provide basic company information.
  - Monitor front desk and comply with all security procedures for visitors.
  - Provide general administrative and clerical support.
  - Assist in planning company events, meetings, Pantry and employee team building activities
  - Prepare correspondence and documents.
  - Ensure knowledge of staff movements in and out of organization.
  - Schedule appointments.
  - Organize catering.
  - Monitor and maintain office equipment.
  - Control inventory relevant to reception area.
  - Tidy and maintain the reception areas.
  - Set up, break down, organize, and maintain conference rooms, training rooms, and meeting rooms.
  - Answer telephone, screen and direct calls.

December 2017 - March  
2019

- **ONGC**  
Apprenticeship
  - Typing on Microsoft Office.
  - Communicates in a positive and effective manner.
  - Schedules appointments, maintains calendar, allocates supervisors time.
  - Maintains files and records.
  - Maintain updated contact information for company employees, Sports person, suppliers, and customers, keep such information confidential.
  - Respond to calls, emails, and routine letters.
  - Direct inquiries to the appropriate person.
  - Manage schedules and calendars; arrange, coordinate, and schedule meetings; prepare meeting documents.
  - Fulfil other secretarial duties as needed.

December 2016 -  
February 2017

- **Food Corporation Of India Hqrs.**  
Internship
  - Respond to calls, emails, and routine letters.
  - Direct inquiries to the appropriate person.
  - Manage schedules and calendars; arrange, coordinate, and schedule meetings; prepare meeting documents.
  - Fulfil other secretarial duties as needed.

## SKILLS

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- Hard working
- Adaptable
- Quick Learner

## LANGUAGE

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- English
- Hindi