

ISHA DHULANI

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Mobile No. : 8818808134

LIG- 337 B sector Rajeev Nagar, Bhopal

Career Objective

To be a part of an organization or institution that offers me a consistently positive atmosphere to learn new technologies and implement them for the betterment of the business and enhance my current skills and knowledge.

SOFT SKILLS:

- Time management
- Effective communication
- Conflict management
- Team Workspirit
- Productivity&organisation
- Attention to detail
- Adaptability
- Problem Solving
- Workethic

PERSONALITYTRAITS:

- Leadership
- Responsibility
- Flexibility
- GoalOriented
- ActiveListener
- InterpersonalCommunication

COMPUTER SKILLS –

- . **Software** - MS OFFICE 2010(MS word, MS excel, MS power point)

PROFESSIONAL EXPEREINCE:

1. Worked at Amazon as an Virtual customer service Associate at Bhopal Work from home May 2020 to Dec 2020 (7months)

Duties:

- Answering customer enquiries or passing them on to the appropriate department.
- Giving information and helping to solve customer problems.
- Processing complaints and, if appropriate, issuing refunds.
- Taking information from customers and entering it on a database.

- Making sure that the customer's experience is a positive one.
- Effective problem solving skills including decision making, time management and immediate prioritization of tasks as assigned
 - Ability to approach problems logically and rationally
 - Action oriented and self-disciplined
 - Organized and detail-oriented
 - Ability to quickly and effectively prioritize work time in various departments to meet business need
 - Ability to maintain composure in highly escalated situations

2. Worked at Byjus Think and Learn Pvt Ltd as a Operation Associate at Bangalore October 2019 to January 2020(4months)

DUTIES:

- Management of the day to day business.
- Performing Administrative task like taking Phone calls of the customers, scheduling appointments etc.
- Supporting the operations manager with the enforcement of company policies and standards.
- Tracking daily operations and reporting or resolving issues.
- Maintaining company databases.
- Cooperate with different departments to improve business operations.
- Management and resolve customer complaints.
- Sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.

3. Worked at Ahind Tours & Travels Pvt. Ltd. (Bhopal) as MEA EXECUTIVE (MINISTRY OF EXTERNAL AFFAIRS) December 2018 to September 2019 (10months)

DUTIES:

- Apostille, Attestation, Embassy Attestation, HRD/HOME through vallabh bhawan.
- Make professional, accurate, cost effective travel arrangements for clients while providing excellent customer service.
- Booking, hotel, domestic and international air travel.
- Completed travel arrangements for clients with air, hotel, and Visa.

- Coordinating with the operational team & ensure all bookings & reservations are processed accurately.
- Advising on and organizing visas.
- Building strong relationships with clients.

ACADEMIC QUALIFICATION:

- Completed Post graduation in Master's in applied economics from Sarojini Naidu Nutan girls government college Bhopal
- Completed graduation in Bcom taxation from BSSS college Bhopal
- 12th in commerce from Maharishi vidya mandir Bhopal.

EXTRA CURRICULAR ACTIVITIES:

- Certificate course in gender and equality.
- Certificate course in event & management.

HOBBIES:

- Listening Music
- Cooking
- Playing Badminton

PERSONAL DETAILS:

- FATHER'S NAME : Murlidhar Dhulani
- MOTHER'S NAME : Late. Deepa Dhulani
- DATE OF BIRTH: 13 January 1997
- STATE BELONGS TO: M.P. Bhopal
- LANGUAGES KNOWN : Hindi, English
- ADDRESS: LIG-337 B sector Rajeev Nagar , Bhopal