

# Twinkle Gupta

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**DOB:** 24/07/1994

## **CAREER OBJECTIVE:**

To develop my career in an organization where I will be a valuable team member and there will be an ample scope of personal and organizational growth. Willing to learn new things and goal oriented with interpersonal skill.

## **KEY SKILLS:**

- Team Player
- Relationship Management
- Interpersonal Skill
- Ability to work under pressure
- Self-motivation

## **PROFESSIONAL EXPERIENCE:**

1. Currently working with **Manpower Group** for **American Express** as an **Business Analyst** from 28/06/2021 in **Campaign Management Team**.
  - Executing campaigns for the US market.
  - Validation of the information and placing the information in the relevant tools.
  - Creating Program information Bulletin for the help of the Customer Care Representative.
  - Setting up Channel Activation.
  - Working on necessary changes that need to be done after the campaign is Live.
2. Worked in **Simplilearn** from 27/01/2021 to 31/3/2021 in **Accounts Management Team** as **Senior Inside Sales Manager**.
  - Managing relationship with the existing customers.
  - Guiding customer for which is the best course for them.
  - Upselling and Cross selling of the courses.
  - Creating new prospects for the business
  - Assisting the clients in there queries related to class scheduling and Examination.
3. Worked with **Globiva** for **American Express** as an **Associate** (01/04/2019 to 18/06/2020) in **Cross Functional Sales Department**.
  - Managing relationship with the card member for Supplementary Card Request.
  - Responsible for the Supplementary Card Applicant documents.
  - Verifying KYC documents.
  - Following up with the New Accounts for the card approval.
  - Working on the escalated or emergency request on priority basis.

- Solving the customer queries within the stipulated timeline as per the company guidelines.
- Tracking of all the cases till the time card gets approved.

### **ACADEMIC QUALIFICATION:**

DEGREE	PERFORMANCE	INSTITUTE
MBA (Finance&Marketing)	SGPA 8.58	Bharati Vidyapeeth Institute of Management and Research, New Delhi
B.B.A	59.16%	Banasthali University, Newai , Jaipur
Class XII(ISE Board)	71.4%	Methodist High School, Kanpur, (U.P.)
Class X (ICSE Board)	74%	Methodist High School, Kanpur, (U.P.)

### **PROJECT:**

- Research Project on ‘Android v/s IOs’.

### **INTERNSHIP:**

- ☐ Worked as a Trainee in HDFC Bank for 2 months.

### **ACHIEVEMENTS AND EXTRA-CURRICULAR ACTIVITIES:**

- Participated in Off Campus competitions in college.
- Coordinator in College Fest RENNANSANCE.
- Coordinator in College Sports Meet.
- Worked as a team member of different committee in College Fest Navotkarsh.
- House Captain in school.
- Represented U.P at National Level Athletics Meet.
- Won in State level Athletics Meet.

### **IT SKILLS:**

- MS-OFFICE (Intermediate)
- Basic computing application.

### **FIELD OF INTEREST:**

- Managing events
- Travelling
- Sketching
- Cooking Food

**STRENGTH:**

- Achievements oriented, with the ability to work in dynamic environment.
- Systematic, innovative and good communication skill.
- Team handling ability, adaptive and quick learner.
- Willingness to learn new thin