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| **PROFILE SNAPSHOT**   Email[Archana.380912@2freemail.com](mailto:Archana.380912@2freemail.com)Software proficiencyMS EXCELMS WORDMS POWERPOINTWINDOWS 10, 8, 7, XPProgramming LanguagesMySQLHTML, CSS, JavaScriptWordPressNetBeansC, C++, CorePHP,Core JavaLanguages proficiencyEnglish - FluentHindi - FluentUrdu - FluentPunjabi - Fluent | |
| I am a young, confident, enthusiastic, pro-active and assertive individual with almost 3 years of experience. **Computer science** graduate from TECHNOCRATS INSTITUTE OF TECHNOLOGY (EXCELLENCE), Bhopal, India. I have good computer skills (MS Office), excellent verbal and written communication skills.  **Why me?**   * 2 years of **MIS**, **Sales &HRO** experience * 1 year of Inbound-outbound **Tele Sales** experience * 6 months of **Customer Service** experience * Excellent computer skills (MS Office) | |
| **TOTAL WORK EXPERIENCE – 3 years** | |
| **Company:** **GCA CONSULTANCY** | **Location: Dubai** |
| **Designation*:***  HR & Marketing Executive | **Duration:** March 2018 - Current |
| ***Key Responsibilities:***   * Generating leads by finding vacancies across Dubai * Conducting first round interviews of new candidates to filter out potential candidates * KPI based on final placements of suitable candidates across all domains in Dubai * Manpower consultant for skilled and non-skilled workforce  |  |  | | --- | --- | | **Company: HANU SOFTWARE SOLUTIONS (I) PVT.** | **Location:**  **Delhi** | | **Designation:**  Sales Associate & HRO | **Duration:** June 2016 - Oct 2017 |   ***Key Responsibilities:***   |  |  |  |  | | --- | --- | --- | --- | | * **Data management** and **Data analysis** on daily basis for US client and US Job Boards. * Email handling, **MIS Preparation and MIS Reporting.** * Quality Check on daily basis for processed live work. * Preparation for daily task in **excel** sheet for live work for US client and US Job Boards. * Handle daily/weekly/monthly performance report for team. | * Coordinate with sales team by managing schedules, filing important documents and communicating relevant information. * Store and sort financial and non-financial data in electronic form and present reports. * Handle the processing of all orders with accuracy and timeliness. | | | | **Company: XPREZTO INFO SOLUTIONS PVT.LTD** | | **Location:**  Delhi | | **Designation:**  Sales Executive | | **Duration:** April 2015- May 2016 |   ***Key Responsibilities:***   * **Voice Out-Bound** Backend Process. * Sold postpaid services and calling cards across US, Canada, Asia and African continent. * Making a minimum 60-80 outgoing call lead provided by the company. * Hit monthly target as per company requirement. * Makin g calls and Report for the verification department * Excellent knowledge of International Business Process Outsourcing for US and Canada Based Client's.  |  |  |  |  |  | | --- | --- | --- | --- | --- | | ***Key Responsibilities:***   |  |  | | --- | --- | | **Company: IENERGIZER** | **Location:**  Noida | | **Designation:**  Customer Service Executive | **Duration:** Nov 2014 - April 2015 |  * Dish Tv new connection sales and Dish TV new device flex sales. * Book international and domestic hotels and give resolution to customers. * Provide customer service for Dish TV and GOIBIBO. | | ***Achievements:***   * Exceeded sales target by 300 per cent of Dell products and services with efficiency of 150 per cent in Average Handling Time(AHT) * Exceeded customer satisfaction (CSAT) by 10 per cent | | |

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| **EDUCATION** | |
| **Name of the Institute**: TECHNOCRATS INSTITUTE OF TECHNOLOGY (EXCELLENCE), Bhopal, India | **Duration (Full time):** Aug 2010- May 2014 |
| **Graduation Degree:** Bachelor of Engineering | **Specialization:** Computer Science Engineering |
| **Projects Undertaken:**  Project Title: ACTi Time Tool  Role: Test Engineer  Technology: PHP, MY SQL  Description:  Project was based on time tracking software. It tracked timing of tasks, tasks of each developers and a test engineer.  Responsibilities:   * Perform all process how task is assigned and developed, and test engineer track their work. * Perform integration testing in each module how data is sent from one module to other module. * Perform compatibility testing on it. * Perform ad-hoc testing on it. | |
| **ADDITIONAL INFORMATION** | |
| **Achievement**:   * **3 Months Training of PHP & WordPress at “IT Brain Shapers” in New Delhi** * **3 Months Training of Manual Testing, SQL, Core Java & Selenium at “Qspider” in Noida.** * Programming Languages: C, C++, Core PHP, Core Java * Database Software: MySQL * Web Technology: HTML, CSS, JavaScript * CMS: WordPress * IDES: NetBeans   **Personal Details**     * Date of Birth: 15th January 1990 * Visa Type : Employment Visa * Reference: Available on Request | |