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| **PROFILE SNAPSHOT**EmailArchana.380912@2freemail.com Software proficiencyMS EXCELMS WORDMS POWERPOINTWINDOWS 10, 8, 7, XPProgramming LanguagesMySQLHTML, CSS, JavaScriptWordPressNetBeansC, C++, Core PHP,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)
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| **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

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| **Company: HANU SOFTWARE SOLUTIONS (I) PVT.** | **Location:**  **Delhi** |
| **Designation:**  Sales Associate & HRO |  **Duration:** June 2016 - Oct 2017 |

***Key Responsibilities:***

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| * **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.
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| **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.

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|  ***Key Responsibilities:***

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| **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.
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|  ***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 ToolRole: Test EngineerTechnology: PHP, MY SQLDescription: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.
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| **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
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