

NAME-ARTHA SAXENA

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Objective

Quest to pursue a career with a company having a global vision, which encourages creativity and offers an opportunity to learn and develop both in professional and personal life with team work, wish to use and enhance my technical knowledge and ability to work in team.

Working Experience

Head field solution - Virtual Assistant (Aug 2021 - Currently Working)

- Handling the US and Canada based clients according to their requirements.
- Maintain Database and handle the data through **MS Excel, Macro and VBA**
- Data visualization thru **Power Bi**
- Website Creation of client through **WordPress**.
- SEO of the website via **Yoast SEO Plugin**
- Recruitment Process handling.
- ATS (Application Tracking system)
- Lead Generation thru Agency Leads.
- E-mail Marketing, Social Media Optimization/Marketing

SP Institute of workforce development - Operations Manager

(Jan-2021 -Jun 2021)

- **Team Handling** and Team Management of 6 people.
- Manage Database of all daily basis Task
- Team Follow up for pending Tasks
- Followup with Council for result approval
- Followup with Assessor for Assessment result sharing
- Case Handling through **CRM**
- Data Management through **MS Excel** and **Advance Excel**

Paytm (Third Party Payroll)- Operations Associate (Sep 2016- Dec 2020)

- Catalogue Listing for Paytm mall (**E-commerce Platform**)
- Merchant communication for their Query
- Communicate with Business team for merchant related issue
- **Category Management** for FMCG products
- Brand Verification through Trademark and Brand Documents
- Database Management through **MS Excel and Macros**
- Ticket Generation and handling through **Salseforce (E-Commerce Cloud)**
- Report and Dashboard Creation of tickets on Salseforce
- Daily Task Management



InEnergizer- Junior Engineer (Dec 2014 - Jul 2016)

- **Technical Support** to the Customer Over the Call
- **Inbound and Outbound Calling**
- First Call Resolution to the Customer
- Maintaining Database on CRM of each and every Call
- Maintain **AHT** and **FCR**
- **Salseforce (Customer Support Cloud)**

InTarvo Technologies Ltd - Trainee Engineer (Since Jun 2014- Dec 2014)

- Technical Support to the Customer Over the Call
- Inbound and Outbound Calling
- First Call Resolution to the Customer
- Maintaining Database on CRM of each and every Call
- Maintain AHT and FCR
- Lead Generation and Sales

Academic Credential

| Qualification | Stream | University/Board | Marks(%ages) |
|----------------|------------------------|------------------|--------------|
| B.Tech | Information Technology | RTU | 65.67 |
| Sen. Secondary | Science Math | RBSE | 63.37 |
| Secondary | All Subjects | RBSE | 81.33 |

Technical Skills

- **Operating System:** - Windows Series, DOS Programming Language: - C,C++, Core Java
- Good Knowledge of Advance Excel and Macro Excellent Knowledge of MS Office (WPS and Outlook)
- Knowledge of Visualization Tools like Power BI and Tableau
- Knowledge of all modules of Digital Marketing (SEO, Google Ads, Email Marketing,Social Media Optimization and SMM)
- Knowledge of E-commerce Listing and Branding
- Knowledge of Website Creation by WordPress



Courses And Certifications

- Digital Marketing Certification Course from DIDM (Delhi Institute of Digital Marketing)
- Certification in Advance Excel By ElearnMarking (Online Platform)
- Certification in MySQL Basic from GreatLearning.
- Certification in Digital Marketing and Tableau Basic from GreatLearning.
- 3 Months certification course of JAVA (core).
- Certification of Basic Digital Marketing from “Google Garage”.
- 6 months Diploma in Computer Application by “Rajiv Gandhi Computer Saksharta Mission”

OTHER ACHIEVEMENTS

- First prize winner in Dramatics in “SANSKRITA 2010” at GECJ.
- “GARGI PRIZE” winner in Secondary Board Exam merit at District level

EXTRA ACTIVITIES AND INTERESTS

Hobbies- Dance, Singing, Dramatics, & Reading books
Social Service- All kind needed on the spot
Music- Indian & Western.

PERSONAL PROFILE

Name : ARTHA SAXENA
Father's Name : NARESH SAXENA
Date of Birth : 15 MAY 1992
Sex : Female
Language Know : English, Hindi
Marital Status : Unmarried
Strengths : Success Oriented, Hardworking, Co-operative,
Nationality : Indian
ADDRESS : H.no 67, Baroli, Rawat Bhata.

SSS

DECLARATION

I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.

Date:

Place:

(Artha Saxena)

