

**Malika Salim Rajani**

Phone: +918712268333 | Email: malika.rajani@icloud.com | City: Hyderabad

**Overview**

A highly motivated and results-driven individual, with a cheerful experience at Amazon of 6 months. Sustaining a high level of professionalism in day-to-day work, I thrive on tackling challenges and being productive to grow in a particular sector. With a goal of delivering exceptional customer service while maintaining confidentiality, I excel in communicating with consumers and ensuring the best resolution to their problems. Currently working for Regalix, a Marketstart Company, for the last 23 months, I assist advertisers for our client Google in optimizing their Google Ads account to generate better revenue from their ad spend. My current role as a business consultant has honed my communication skills and ability to connect with people effectively. I consistently achieve my targets quarter over quarter and support my team members during challenging times. Regalix has provided me with a diverse knowledge of the Digital Marketing world and helped me develop convincing skills.

**Qualifications**

Intermediate from: St. Ann's Junior College, Santosh Nagar, Mehdiapatnam, Hyderabad, Telangana, 500028.

**Skills**

Good Communicator  
Good Listener  
Adaptive Nature  
Quick Learner  
Detail Oriented  
Keen Problem Solver  
Inquisitive  
Compassionate  
Client Oriented  
Resolution Driven  
Optimistic

## **Experience**

### **Amazon India**

Customer Service Executive

Provided exceptional customer service for India, and cross-skilled to North America for 2 months.

Awarded as the CSAT with the most number of promoters 6 times in a row.

Interacted with over 70-80 customers on average workday with a balanced PRR of 80% - 90%.

Resolved customer queries with an empathetic approach, maintaining high customer satisfaction.

### **Tech Mahindra**

Technical Support Representative

Assisted customers in the Verizon process with their technical queries and connectivity issues.

### **Regalix, A Market Star Company**

Senior Sales Consultant

Assisted over 70-85 customers on average from quarter to quarter, optimizing their Google Ads to generate relevant leads and positive performance.

Achieved the Target in maximum quarters during my tenure quarters with excellent CSAT reviews from advertisers.

Conducted upselling of Google's automated bidding strategies, with 50% of customer consultations resulting in budget increments implemented on their accounts.

Maintained an average conversion ratio of above 85%

## **Personal Achievements**

Worked with various boards within the community, contributing to service initiatives.

Participated as a convenor in community Youth and Sports Board, enhancing leadership skills.

Attained the Head Girl position in school, showcasing communication and leadership qualities.

Actively involved in anchoring and hosting events in the community.

Volunteered during the Covid crisis to assist in data collection and resource distribution.

Participated in the community vaccination drive for the Covid 19 Pandemic.

## **Technical Skills**

Basic Computer Knowledge ( word, excel, and powerpoint )

Feel free to reach out for further details or references.

Warm regards,

Malika Salim Rajani