

ANUSHKA TRIVEDI

PROFESSIONAL SUMMARY

Achieve short- and long-term objectives with successful strategic planning and performance optimization skills. Focused on exceeding profitability targets through skilled management of available personnel and inventory resources. Expert in identifying and capitalizing on business opportunities.

WORK HISTORY

Academic Coordinator, 04/2023 to Current

Aakash Educational Services Limited - Lucknow

- Able to make the customer feel that he/she has been thoroughly counseled, challenged and stimulated.
- Ability to convert cold calls into sales by providing quality counseling to very customer base.
- Ability to learn and implement the new functions/processes quickly.
- Technical understanding of education industry specifically e-learning and other digital education products.
- Ability to anticipate student's needs and provide them the solutions to meet his/her expectations. Finding new ways to create interest in the company's products and services based on the need of students.
- Monitoring class schedules to ensure smooth running of classes.
- Liaisoning with Head Office in Delhi for upcoming programs, admission tests, schemes and other offers.
- Handling assigned administrative responsibilities.

Customer Care Executive, 01/2022 to 12/2022

VODAFONE - Gurugram

- Maintain Repository: All Projects (Proposals, Work Plans, Status Reports, Changes)
- Provide Oversight: Insure Projects are Conducted in Compliance to Standards.
- Drive the Project Update & Status Reporting Process.
- Provide Portfolio Level Status Reports to Management.
- Provide Guidance & Tools to PMs.
- Conduct Post Project Reviews and Performance Score Cards.
- Facilitate Improvements to the Project Conduct & Management Process.

Customer Care Executive, 03/2013 to 07/2016

Amazon India Pvt. Ltd - Bangalore

- Communicated with customers to identify needs and expectations.
- Developed, updated and maintained database of existing and potential customers in GATE
- Evaluated quality problems and performed actions to identify and resolve issues, Tracked customer shipment requirements to improve customer satisfaction while increasing service efficiencies
- Developed and executed plans to monitor standard process adherence
- Evaluated quality problems and performed action to identify and resolve issues

CONTACT

Address: Lucknow 226016

Phone: +91-8009797514

Email:

anushka09trivedi@gmail.com

WWW: [Bold Profile](#)

SKILLS

- Customer Response
 - Consultative Sales Approach
 - Process Improvement
 - MS Office Expertise
 - Client Relations and Retention
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- Working on MySQL, R-Basis, Excel VBA, Quip tools.

Technical Support Advisor, 01/2019 to 06/2020

IEnergizer - Noida

- Developed, updated and maintained database of existing and potential customers in GATE.
 - Documented support interactions for future reference.
 - Communicated project status to stakeholders, authoring reports to provide up-to-date overviews of ongoing progress.
 - Evaluated quality problems and performed actions to identify and resolve issues.
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EDUCATION

Bachelor of Commerce, Commerce, 07/2016

Commerce Lucknow University - Lucknow
