

Raghav Nihalani

M-209, Madhav Nagar, Gwalior

Contact – 6264487749 Email ID- raghavnihalani9@gmail.com

OBJECTIVE

A results oriented Customer success associate with extensive experience in a highly competitive environment at a multinational organisation. Seeking a challenging opportunity in an esteemed organization where I could put my best effort to fulfil the desired goal of the company.

EXPERIENCE

- **Customer Service Representative**
Wipro HR Service Limited, Gurugram, 2020
 - Provided real-time client support to Marriott's employees regarding their problems with their insurance in COVID 19 pandemic.
 - Awarded with recognition upon having best average handling time for a month.
- **Assistant Operations Head**
Royal Blue Shirts, Gwalior, 2018-2019
 - Managed the functioning of the unit and production according to the demand and current inventory.
 - Research the current market trends in different areas using our supply chain and forecasting the demand.
 - Use the forecasts and the market research to create a wide variety of sample shirt designs.
 - Held booking fairs in different regions of India to showcase the sample set to generate sales.

EDUCATION

- **NMIMS University, Mumbai 2014-2017**
Bachelors in Commerce (Hons.) CGPA 2.76/4

Course Related Certificate – Systematic Investment Planning.

- **Little Angels High School, Gwalior, 2014**
Commerce + Maths 88.8%
- **Audio Engineering course at Melodic Jeanious**

CORE COMPETENCIES

- Knowledge of costing and accounting.
- Ability to interact with all levels of staff including senior management.
- Able to work under pressure - a calm, organized approach.
- Strong analytical and problem solving skills.
- Highly organized with the ability to prioritize workload according to customer focus.
- Objective Listening
- Personal Accountability
- Team Work
- Content Writing
- Tech Savvy
- MS Office
- Music Production
- Audio Engineering

PROJECTS

- **Client Data Management** - Share Point site worked on creating share point sites for multiple clients to store their yearly information. This helped in creating a central repository of client information which can be viewed and shared amongst various

teams working out of different offices across the globe. Facilitated training sessions on the share point site.

- **Data Quality Management** - Data quality management is a set of practices that aim at maintaining a high quality of information. DQM goes all the way from the acquisition of data and the implementation of advanced data processes, to an effective distribution of data. It also requires a managerial oversight of the information you have. Effective DQM is recognized as essential to any consistent data analysis, as the quality of data is crucial to derive actionable and more importantly - accurate insights from your information.
- Managing social media handles and working on regular towards Ad Campaign through facebook and instagram to targeted audience and to calculated daily enquiry about the company and for the product.
- Google Certified Project Management course- Project management can be defined as the discipline of applying specific processes and principles to initiate, plan, execute and manage the way that new initiatives or changes are implemented within an organization is different. Project management to management of business as usual activity, which is an ongoing process, as it involves creating new work packages to achieve agreed ends or goals.

INTERESTS

- Travel Enthusiast
- Skateboarding
- Music Production
- Hiking on Mountains
- Scuba Diving

ACTIVITIES

- NMIMS VAAYU FEST 2015 (EVENT CO-ORDINATOR CORE TEAM)
- BACARDI NH7 WEEKENDER 2018 DEC INSIDER.IN (VOLUNTEER CREW)
- PUNE COMEDY FEST 3.0 2019 TICKETING BOX OFFICE (CO-ORDINATOR)