

# Deeksha Singh

Organized Event Coordinator with 6 years of overall experience overseeing and coordinating various virtual events. Well-versed in setting up and supporting events to manage the backstage and live operations of events. Adept at working effectively unsupervised and quickly mastering new skills.

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📍 J-48, Street No. 9, Pandav Nagar, Ganesh Nagar complex, New Delhi, India

## WORK EXPERIENCE

### Sr. Event Specialist Airmet

09/2021 - Present

Remote

*Roles and responsibilities*

- Providing comprehensive end-to-end services, including technical assistance, virtual stage management, and implementation.
- Conduct training on a weekly basis to stay up-to-date on all new features and product updates.
- Collaborate with cross-functional team to brainstorm ideas that will benefit the business.
- Communicate event timelines to stakeholders for on-time event execution.
- Team up with the technical team to address and close open threads, preferably with an RCA. Also, discuss the scope of improvement on the product/process level pertaining to the issue.
- Working closely with clients to understand their needs and develop customised solutions tailored to those needs.

### Sr. Associate

#### Kochar Tech - CRED process

11/2020 - 07/2021

Gurugram

*Roles and responsibilities*

- Ensuring that all email communications meet the company's quality standards, including grammar, tone, and adherence to company policies.
- Monitoring the team's performance metrics (such as response times, resolution rates, and customer satisfaction scores) and identifying areas for improvement.
- Handling escalated customer inquiries or complaints that require a higher level of expertise or authority.
- Responsible for providing guidance and leadership to the team members, helping them prioritize tasks, and resolving complex customer issues.

## CERTIFICATES

DGWA (07/2015 - 07/2016)

from MAAC

UI/UX (10/2022 - 10/2023)

from HEXACODE

## EDUCATION

### B.Sc. (Botany and Zoology)

C.S.J.M University

08/2016 - 08/2019

Kanpur, Uttar Pradesh

## SKILLS

Decision Making

Client Relationship

Data Management

Attention To Detail

Time Management

## INTERESTS

Graphic Designing

Video Editing

Photography

Travel