

# Robi Choudhary

📍 Delhi, India 📞 8882172805 ✉ robichoudhary02@gmail.com 🌐 [www.linkedin.com/in/robichoudhary02](http://www.linkedin.com/in/robichoudhary02)

## Profile

---

Strategically driven operations specialist adept at guiding account holders in campaign development, resolving technical issues, and delivering engaging presentations. Skilled in customer support, transaction processing, and fostering collaboration across departments.

## Experience

---

### **Sr. Operations Representative | Concentrix | Gurgaon | August 2023 – April 2024**

---

- Assisted new clients with on boarding by guiding through steps and Ensured clients have the knowledge needed to start using platform effectively.
- Provided campaign consultation and addressing customer concerns to provide effective customer satisfaction via Salesforce-CRM.
- Closely worked as a shift lead with project manager to deliver on all SLA's and KPI's while maintaining platform policies and guidelines.
- Prepared engaging slideshow presentations for client meetings, Developed and maintained productivity dashboards for team.
- Generated shift reports to track, productivity, quality, and average handle time to facilitate data-driven decision-making and continuous improvement.
- Conducted refresher sessions and quality audits to enhance team performance, delivering training on new tools, processes and best practices.

### **Media Buying and Marketing Executive | DUZ Media Group | Delhi | June2022 - July2023**

---

- Served as a primary point of contact for clients, providing regular updates on campaign progress, addressing inquiries such as CPC, generated leads etc.
- Coordinated with internal teams, including creative and media, to develop and execute marketing campaigns according to client briefs and objectives.
- Foster collaboration and teamwork across departments to ensure seamless coordination and delivery of client projects. Ensure adherence to project timelines, budgets, and quality standards throughout the campaign lifecycle.
- Organized teasers and presentations for diverse events attended by the team, ensuring clear communication of key messages amongst participants.

### **Process Executive | Cognizant Technology Solutions | Gurgaon | May2021 - May2022**

---

- Managed online marketing operations, focusing on Google Ads extensions as per guidelines and policies.
- Escalated complex or sensitive content issues to appropriate teams for further review and action.
- Proficient in rating text content for online publication to ensure it aligns with policies and guidelines.
- Conducted thorough content analysis, identifying and removing inappropriate or harmful content such as hate speech, violence, and graphic imagery.
- Prepared content presentations for team development and maintained trackers for updates and weekly activity sessions.
- Provided mentorship and guidance to junior content moderation team members, ensuring consistent adherence to moderation standards and best practices.

## Education

---

**Bachelor of Arts** | Delhi University

**Senior Secondary (XII)** | Central Board of Secondary Education

**High School (X)** | Central Board of Secondary Education

## Certifications

---

- **Soft Skills for Business Communication:** Effective communication, empathy, problem-solving, patience, time management, adaptability, product knowledge, and a positive attitude, crucial for providing exceptional customer service.
- **Internship in HR Department:** Documentation audit of Max Healthcare and preparation of presentations for various events were conducted.

## Professional Achievements

---

- Received reward for maintaining a track record of ensuring 100% data quality for 3 months.
- Acknowledged by the Deputy Manager for ensuring maximum production within the department.

## Industry Skills

---

- Microsoft Excel
- Microsoft Word
- Microsoft Power Point.
- Microsoft Outlook.
- Google Sheets, Docs, Slides
- Salesforce CRM
- Operations Management
- Client Engagement
- Customer Satisfaction
- Issue Resolution
- Productivity Dashboards
- Shift Reports
- Team Quality Audits
- Customer Support Excellence