

# CURRICULUM VITAE

B - 32 Sainik Nagar  
Nawada Uttam Nagar  
New Delhi-110059

Cont. No. 8826024856,9899795662

**MONIKA ARORA**  
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**Email:**

## **OBJECTIVE**

To work in a challenging environment that provides me a wide spectrum of experience

And exposure. To bring a dynamic and versatile portfolio of skills at work place and to

Serve the organization with positive attitude and efficiency.

Worked with M/s Atlas Documentary Facilitators Co. Pvt. Ltd. from 20.04.2015 to 15.10.2015

Responsibilities:-

1. Handled queries of customers related with bank transactions like - amount debited and credited into account, types of charges debited, available balance into account, forwarding of customers complaint to the operation department relating to debit card, cheque book etc. not received, cash not dispensed, card not working.
1. Provide solution to customers queries related with net banking like how to reset net banking password, how to transfer fund through net banking, how to add beneficiary, etc.

1. Credit card service quality: To handle escalation of credit card like - why the amount is put on hold the time period of hold amount also to inform the process how can hold be refreshed from account, take request for excess balance refundable, forwarding of mails regarding customer issues to their concern manager and share the feedback with the customer after getting response from concern manager, provide reason about card block.

Worked with M/s Paisa Bazar from 1.11.2015 to 31.03.2016

Responsibility:-

1. Credit card retention call to candidates who have applied for credit card on co.'s website and provide information about credit card according to their criteria.

Worked with Aviva Life Insurance from 01/04/2015 to 16/03/2016

Key Responsibilities:

1. Worked in Strategic Department:

Handle different projects of (Finance, Inbound Calling Process, Outbound calling process, GST related).

### **Internship:**

Basics Of Immigration Consultant SERVICES LLP

Internship in Human Resource. 01.01.22 to 28.02.23

Responsibility:

Search candidates on recruiting website for the job role offered by company. Take the first round of interview and if they got selected then forward them in company for next

round of interview.

**DigiGoMark APP MARKETING AGENCY:**

Working from 01.01.2023 to 30.06.23

Designation - Business Development Manager Internship

Responsibility:

Email Marketing - send emails to companies for the proposal to increase App Rating and Reviews on play store.

Give response on mails.

**Krinvi Technologies pvt.ltd.**

**Internship from 01.07.23 to 31.08.23**

**Designation - Sales and Email Marketing Executive**

**Responsibilities:**

**Work on Emails and LinkedIn: Send proposal related with company services of Tech to clients and same on LinkedIn.**

**QUALIFICATION:**

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B.Com Graduate with IInd Division from Delhi University in 2011.

- Passed 12th from CBSE Board in 2008
- Passed 10th from CBSE Board in 2006
- Done English Speaking course from “Decent Institute of English & Coaching”
- Done 6 Months French Language course from “Language International’

#### COMPUTER SKILLS :

- Completed computer Basic Course from “Grover Computer Centre”  
Shalimar Bagh, Delhi - 110088

#### **LANGUAGES KNOWN:**

English, Hindi

#### **PERSONAL DETAILS:**

Marital Status : Married

Hobbies : Listening Music

**Presently Looking for work from home opportunity.**

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