

Shruti Saini

📍 122001 Gurugram, Haryana

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📞 7357654989

Professional Experience

Content Moderator, Concentrix Daksh india private limited 2023 Jun – present
Gurgaon
process of reviewing and monitoring user-generated content on client platforms to ensure that it meets certain standards and guidelines. This includes removing inappropriate or offensive content and enforcing community guidelines and terms of services provided by client end.

Online sales executive, Cal Microns 2021 Jun – 2022 Oct
Alwar
Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Provide accurate, valid and complete information by using the right methods/tools. managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

Education

Master of Commerce, Rajasthan university present
Jaipur

Bachelor Of Commerce, Govt. Commerce College, Alwar 2022
Alwar

12th Commerce 2019
Alwar

Grade 10th 2017
Alwar

Skills

MS Office
Word, Excel, Powerpoint, Outlook

Google Drive
Docs, Sheets, Forms, Slides.

Spreadsheets
Excel, Google Sheets, comparative analyses, pivot tables.

Troubleshooting
system knowledge, application troubleshooting, problem-solving, logic, critical thinking skills

Interests

Music, Book Reading, Art, Volunteering

OBJECTIVE

To be part of a top-notch team of professionals working in an environment that provides continual intellectual challenge and to apply and enhance my knowledge and experience in efficient management skills and problem solving methodologies and uses independent decision making skills and sound judgement in order to contribute to improve the efficiency, competitiveness, and growth of the organization.

Soft Skills

- Self Confidence & Self Motivated
- Time Management
- Strategic Thinking And Problem Solving
- Relationship Building And Networking
- Leadership

Personal details

Father's Name - Mr. Satish Saini

Date Of Birth - 16 June 2002

Gender - Female

Marrital status - Unmarried

Nationality - Indian

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Shruti Saini
Gurgaon