

# CV

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## GAYTRI KHANNA

### PROFESSIONAL SKILLS

- ✓ **INSTALLING WINDOWS** (XP, WIN 7, WIN 8, AND WIN 10).
- ✓ **SOFTWARE KNOWLEDGE**
  - MS-OFFICE
  - [2003, 2007, 2010, 2013, 2016],
  - PHOTOSHOP
  - HTML
  - CSS
  - C
  - C++
  - JAVA CORE
  - .NET
  - XML
- ✓ **WORKING KNOWLEDGE OF**
  - MS-WORD
  - MS-EXCEL
  - MS-POWER-POINT
  - MS-ACCESS.
- ✓ **DIGITAL MARKETING**
  - ON-PAGE SEO
  - OFF-PAGE SEO
  - SOCIAL MEDIA MARKETING (ORGANIC-FACEBOOK, TWITTER, LINKED-IN, INSTAGRAM, WHATSAPP, PINTEREST, REDDIT, TELEGRAM & SO ON)

ENTHUSIASTIC AND WELL-ORGANIZED SALES AND OPERATIONS MANAGER WITH SOLID BACKGROUND IN DATA ENTRY, SCHEDULE MANAGEMENT AND EVENT PLANNING. SEEKING A POSITION IN YOUR DEPARTMENT THAT REWARDS LOYALTY, HARD WORK, MULTI-TASK AND POSITIVE RESULTS IN THE TEAM ENVIRONMENT. TO GIVE THE BEST OF MY CAPABILITIES AND CALIBER IN THE FIELD OF MY CAREER BY PORTRAYING A POSITIVE ATTITUDE, COMMITMENT AND HONESTY IN MY DUTIES & ALSO TO ATTAIN CONSULTING POSITION WITH THE FIRM THAT WILL ENABLE ME BOTH CONTRIBUTE AND LEARN. GOOD OPPORTUNITY FOR GROWTH. LOOKING FOR AN OPPORTUNITY WHERE MY SKILLS, KNOWLEDGE AND EXPERIENCE CAN BE USED TO THE FULLEST TO REAP MAXIMUM BENEFIT TO ORGANIZATION AS WELL AS PERSONALLY.

### PERSONAL INFORMATION

- ✓ **NAME** : GAYTRI KHANNA
- ✓ **MOTHER NAME** : INDRA BALA KHANNA
- ✓ **DATE OF BIRTH** : 02-01-1990
- ✓ **GENDER** : FEMALE
- ✓ **MARITAL STATUS** : UNMARRIED
- ✓ **NATIONALITY** : INDIAN
- ✓ **CONTACT** : +91-9999168403
- ✓ **ADDRESS** : 4628, SECTOR-49, N.I.T. FARIDABAD-121001, HARYANA, INDIA
- ✓ **NOTICE PERIOD** : IMMEDIATE JOINING

### EDUCATIONAL QUALIFICATION

- ✓ [BCA], [AAIDU], [2013]
- ✓ [INTERMEDIATE], [NIOS], [2010]
- ✓ [MATRICULATION], [HBSE], [2005]

### TECHNICAL QUALIFICATION

- ✓ 6 MONTHS DIGITAL MARKETING COURSE FROM DOSTIII NGO.
- ✓ 4 YEARS CERTIFICATION IN ACCP FROM APTECH COMPUTER INSTITUTE.
- ✓ 1 YEAR DIPLOMA IN COMPUTER PROGRAMMING & HARDWARE FROM HARSWITEC COMPUTER INSTITUTE (BAL BHAWAN)).

- SOCIAL MEDIA ADVERTISING (PAID-FACEBOOK, TWITTER, LINKED-IN, INSTAGRAM & SO)
- SEARCH ENGINE MARKETING ( PPC/ GOOGLE ADWORDS)
- AFFILIATE MARKETING
- EMAIL MARKETING
- WEBMASTER/ GOOGLE SEARCH CONSOLE
- GOOGLE ANALYTICS
- ADSENSE
- BLOGGING
- WOO-COMMERCE
- BASICS OF WORDPRESS

## PERSONAL STRENGTH

- ✓ HARD WORKING.
- ✓ POSITIVE ATTITUDE TOWARD LIFE WITH MUTUAL. RESPECT FROM OTHERS.
- ✓ DEDICATED & FLEXIBLE IN ALL WORK ENVIRONMENTS.
- ✓ ABILITY TO WORK IN TEAM.
- ✓ SELF-CONFIDENT & PASSIONATE ABOUT MY WORK.
- ✓ CALM UNDER PRESSURE
- ✓ STRONG TEAM PLAYER
- ✓ FRIENDLY
- ✓ PASSION FOR TRAVEL
- ✓ TIME MANAGEMENT
- ✓ EXCELLENT PRESENTATION SKILLS
- ✓ TIME MANAGEMENT AND PRIORITIZING TASKS

## PROFESSIONAL EXPERIENCE

- ✓ WORKED WITH REGALO KITCHENS PVT. LTD. IN THE CAPACITY OF STORE MANAGER (OPERATIONS-SALES-SERVICES) FROM 18 OCT 2017 TO 10 OCT 2020.

### NATURE OF WORK

- ❖ COORDINATION WITH MORE THAN 200 CLIENTS. MONITOR INVENTORY LEVELS AND ORDER NEW ITEMS
- ❖ HANDLING CLIENTS WHEN MY TEAM SALES PEOPLE WERE BUSY.
- ❖ HANDLING MAINTENANCE OF SHOWROOM.
- ❖ MANAGING 50 PEOPLE TEAM (SALES TEAM & POST SALES TEAM)
- ❖ LIAISING WITH HEAD OFFICE.
- ❖ OVERSEEING PRICING AND STOCK CONTROL
- ❖ MEET SALES GOALS BY TRAINING, MOTIVATING, MENTORING AND PROVIDING FEEDBACK TO SALES STAFF
- ❖ SOMETIMES ANSWER INQUIRIES ABOUT COMPANY.
- ❖ MONITOR OFFICE EXPENSES AND COSTS.
- ❖ DEAL WITH ALL ISSUES THAT ARISE FROM STAFF OR CUSTOMERS (COMPLAINTS, GRIEVANCES ETC)
- ❖ ENSURING STAFF GROOMING & PROVIDING TRAINING TO STAFF
- ❖ DEVELOP BUSINESS STRATEGIES TO RAISE OUR CUSTOMERS' POOL, EXPAND STORE TRAFFIC AND OPTIMIZE PROFITABILITY
- ❖ ENSURING HIGH LEVELS OF CUSTOMERS SATISFACTION THROUGH EXCELLENT SERVICE
- ❖ KEEP UPDATED RECORDS AND FILES.
- ❖ HANDLING THE GENERAL RUNNING OF THE OFFICE TO ENSURE SMOOTH OPERATIONS.
- ❖ HANDLING COMPANY'S SOFTWARE (REGALO MIS & OTHERS).
- ❖ DAILY SALES REPORT SEND TO ASM (AFTER DAY CLOSING)
- ❖ DAILY STAFF BRIEFING & ALLOCATION OF WORKS TO SALES TEAM
- ❖ MANAGE HOUSEKEEPING, PANTRY & STATIONARY ITEMS.
- ❖ MONITOR SALES CRM.
- ❖ COORDINATE WITH VENDORS.
- ❖ HANDLING BILLING.
- ❖ ATTENDANCE RECORDS.
- ❖ CASH DEPOSITING TO BANK & MAINTAIN PROPER RECORDS
- ❖ COORDINATING WITH HR, PURCHASE, ACCOUNTS AND OTHER DEPARTMENTS.
- ❖ ARRANGE THE TRAINING SESSIONS.
- ❖ HANDLING NEW AND EXISTING LEADS.
- ❖ FOLLOW UPS WITH CLIENTS
- ❖ INVITE CLIENTS TO SHOWROOM AND SHOW THE MODULAR DISPLAYS THEM.
- ❖ COORDINATE WITH DESIGNER FOR VISITED CLIENT DESIGNS.
- ❖ SHOW 2D AND 3D TO CLIENTS FOR THEIR SELECTED DESIGNS.
- ❖ MAKING SALES REPORT.

## **INTERESTS**

- ✓ LISTENING TO MUSIC
- ✓ WEARING MAKE-UP
- ✓ LOCAL MEET-UPS
- ✓ TEACHING KIDS
- ✓ SPENDING TIME WITH FRIENDS & FAMILY
- ✓ SPENDING TIME WITH SENIOR CITIZENS
- ✓ COOKING REGULAR OR NEW DISHES
- ✓ TRAVELLING
- ✓ TAKING KEEN INTEREST IN PAINTING
- ✓ NET SURFING
- ✓ HELP OTHERS

## **LANGUAGE KNOWN**

- ✓ ENGLISH
- ✓ HINDI
- ✓ PUNJABI

## **ACHIEVEMENTS**

- ✓ CONTRIBUTED TO GOOD CUSTOMER SERVICE.
- ✓ DEVELOPED OR IMPLEMENTED NEW PROCEDURES OR SYSTEMS.
- ✓ RE-ORGANIZED SOMETHING TO MAKE IT WORK BETTER.
- ✓ SAVED MONEY FOR THE COMPANY.
- ✓ IDENTIFIED A PROBLEM AND SOLVED IT.
- ✓ INCREASED REVENUE OR SALES FOR THE COMPANY.
- ✓ SUDDENLY, BOSSES ANNOUNCED MY SALARY INCREMENT IN THE WEEKLY MEETING
- ✓ ALMOST ALL COLLEAGUES STARTED SUPPORTING ME

- ✓ WORKED WITH MANYA-THE PRINCETON REVIEW IN THE CAPACITY OF STUDENT INITIATIVES MANAGER (SALES-OPERATIONS) FROM 10 DEC 2014 TO 30 AUG 2017

### **NATURE OF WORK**

- ❖ ADVISING STUDENTS ON ACS & COURSES (GMAT, GRE, GRE SUBJECT TEST, SAT/ACT, SAT II, AP, IELTS, TOEFL, ETC.)
- ❖ COUNSELING STUDENTS AND PARENTS ON OVERSEAS EDUCATION AND RELATED ADMISSION PROCESS. ADVICE/ COUNSEL STUDENTS REGARDING VARIOUS UNIVERSITIES, COURSES, ADMISSION REQUIREMENTS, ENTRANCE EXAMS, SCHOLARSHIP IN ABROAD STUDIES FOR INDIAN STUDENTS.
- ❖ PLANNING & IMPLEMENTING THE MARKETING STRATEGIES & PROMOTIONAL CAMPAIGNS.
- ❖ RESEARCHING & SUGGESTING THE BEST PROGRAMS TO STUDENTS.
- ❖ LIAISING WITH STUDENTS TO THEIR BETTER GROWTH.
- ❖ HANDLING THE GENERAL RUNNING OF THE OFFICE TO ENSURE SMOOTH OPERATIONS.
- ❖ MANAGING DAY TO DAY OPERATION OF THE OFFICE.
- ❖ SUPERVISE HOUSEKEEPING, BOOK KITS, AND STATIONARY & PANTRY MATERIAL.
- ❖ RESPONSIBLE FOR DAILY CLEANING AND GENERAL MAINTENANCE OF THE OFFICE.
- ❖ PLANNING AND SCHEDULING MEETING AND APPOINTMENT TO THE SUPERIOR.
- ❖ RESPONSIBLE FOR WORKSHOPS & SEMINARS IN THE SCHOOLS.
- ❖ OTHER RESPONSIBILITIES DELEGATED BY MANAGEMENT
- ❖ MAINTAIN OPERATIONAL QUALITY AND STANDARDS.
- ❖ MAINTAIN THE TEST LABS FOR STUDENTS.
- ❖ INSTALL AUTHORIZED SOFTWARE TO LAPTOPS AND DESKTOPS.
- ❖ ENSURING SECURITY AND UPGRADES ARE APPLIED AND KEPT UP TO DATE ON DESKTOPS AND LAPTOPS.
- ❖ ANTIVIRUS INSTALLATION TO ALL DESKTOPS AND LAPTOPS.
- ❖ FAULT-FINDING TO LAPTOPS AND DESKTOPS.
- ❖ DIAGNOSE AND RESOLVE TECHNICAL ISSUES
- ❖ PREPARE DOCUMENTS, MEETING MATERIALS AND CORRESPONDENCE.
- ❖ MAINTAIN THE HEALTHY RELATIONSHIP WITH SUPPLIER/ VENDORS.
- ❖ HANDLING MEETING, EVENTS, ETC.
- ❖ DO THE ENTRIES OF STUDENTS IN THE NAV & CRM (SOFTWARE).
- ❖ GENERATES INVOICES RELATED STUDENTS ENROLLMENT & REGISTRATION.

- ✓ WORKED WITH APTECH COMPUTER INSTITUTE IN THE CAPACITY OF FACULTY CUM ADMIN EXECUTIVE (OPERATIONS) FROM 01 JUL 2011 TO 10 OCT 2014

### **NATURE OF WORK**

- ❖ TAKING BATCHES OF COMPUTER SOFTWARE. (BASICS OF COMPUTERS, C, C++, JAVA ETC).

- ❖ TAKING DOUBT SESSIONS OF STUDENTS.
- ❖ MAINTAIN ATTENDANCE.
- ❖ TO MADE A QUESTION PAPERS FOR STUDENTS.
- ❖ TO HELP IN ONLINE TEST.
- ❖ PLACEMENTS HANDLED FOR STUDENTS AFTER AND BEFOR COMPLETION OF THEIR COURSES.
- ❖ ARRANGED WORKSHOPS FOR THEIR PERSONAL DEVELOPMENT, ETC.
- ❖ ENCOURAGED STUDENTS TO UNRAVEL PROBLEMS & ERROR APPROACH.
- ❖ ACCOMPLISHING OPERATIONAL AND ADMINISTRATION WORK INCLUDING FORMS FORMALITIES & GENERATING ID CARDS.
- ❖ ASSESSED THE ACCOMPLISHMENTS ON A REGULAR BASIS AND PROVIDED PROGRESS REPORTS.
- ❖ INSTALLING SOFTWARE & HARDWARE.
- ❖ EDUCATED STUDENTS AND THEIR FAMILIES ABOUT CAREER OPTIONS.
- ❖ MAINTAIN STUDENT RECORD.
- ❖ SUPERVISE HOUSEKEEPING, STATIONARY & PANTRY MATERIAL.
- ❖ ARRANGE SEMINARS & EXAMS IN SCHOOLS & COLLEGES.

✓ WORKED WITH HARSWITECH COMPUTER INSTITUTE (BAL BHAWAN SEMI-GOVT.) IN THE CAPACITY OF FACULTY CUM ADMIN EXECUTIVE (OPERATIONS) FROM 28 JUN 2009 TO 28 JUN 2011

### NATURE OF WORK

- ❖ TAKING BATCHES OF COMPUTER SOFTWARE. (BASICS OF COMPUTERS, C,C++, JAVA ETC).
- ❖ TOOK DOUBT SESSIONS OF STUDENTS.
- ❖ MAINTAIN ATTENDANCE & REPORT FILES.
- ❖ TO MADE A QUESTION PAPERS FOR STUDENTS.
- ❖ PLACEMENTS OF THE STUDENTS WITH 100% RESULTS.
- ❖ TO HELP IN ONLINE TEST.
- ❖ ISSUE ID CARDS.
- ❖ MISCELLANEOUS WORK

## **DECLARATION**

I HEREBY DECLARE THAT ALL THE STATEMENT DECLARED ABOVE IS TRUE TO BEST OF MY KNOWLEDGE AND BELIEF.

DATE \_\_\_\_\_

SIGNATURE

PLACE \_\_\_\_\_

\_\_\_\_\_