

MOHINI CHAURASIA

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PROFESSIONAL SUMMARY

Bachelor Of Arts- Political Science and Office Management Govt. Diploma | 6+Years
Work-Ex | Asst. Manager | Center Manager | Customer Relation Manager | Service
Development | Corporate Strategy | Project and Stakeholder Management | Operation
Manager | Capacity Building | Administration | Coordinator| Associate | Audit Manager

WORK HISTORY

PROJECT COORDINATOR | 12/2020 TO CURRENT QUALITY COUNCIL OF INDIA | NEW DELHI | INDIA

(QCI) was set up in 1997 jointly by the Government of India and the post-liberalization, India embarked on a process of creating the quality infrastructure in the country.

- First Project Of (**Swachh Bharat Mission National Level Govt Project**) ODF, ODF++ Handling live Quality Check on the collect portal, resolving assessment problems, Verify the live Quality Check, Onsite Audit structural audit of all community / public toilets and with all mandatory conditions defined for toilets as per ODF protocol. Work has also been done on the report prepared on the QC.
- Second Project of Profiling of Street Vendors under (**Pradhan Mantri SVANIDHI SCHEME National Level Govt Project**) Coordinated with the senior officials of MOHUA related to the digital portal- Operational issues and profiling. Resolved queries of ULB admins and SLNOs (Queries: portal related, login Id, camp and schemes related issues, Data handling interaction with internal and external State Holder.
- Ownership of Login IDs to Stakeholders and maintenance of consolidated details in excel. Profiling Application QC handling also Monthly QC Report Prepared state wise. Report on the data analysis of the scheme's metrics - State, ULB, Ministry wise, State with ULB wise Ongoing Camp Audit.

GENERAL ADMIN EXE. ASSISTANT | 01/2019 to 11/2020 ADECCO CONSULTANT LTD | NEW DELHI | INDIA

Adecco Group is the world's leading talent advisory and solutions company. We are driven by a powerful purpose – making the future work for everyone.

- We see digitization as an opportunity to grow employment by combining the best of the HR solutions industry with the best of the technology industry in a responsible way, we seek to become a more valuable service partner Interview, Appointments, mail distribution Admin Including administrative activities, Core HR and Payroll Functional setups. achievements/Tasks.
- Office Administration, Maintenance of records on assets management, preparation of reports; Maintenance of files and records relevant to office maintenance; Provision of support to maintenance of common premises and common services.

SERVICE CENTER MANAGER | 06/2015 to 12/2018 HAICHENG VIVO MOBILE INDIA PVT. LTD | NEW DELHI | INDIA

Vivo Communication Technology Co. Ltd., styled vivo in its logo, is a Chinese technology company headquartered in Dongguan, Guangdong that designs and develops smartphones, smartphone accessories, software, and online services.

- All activities of the service team Monitors department issue, Part inventory and client complaints Handling also Billing from tally and VLOOKUP used to manage Mistake and maintain parts Ensure Customer, Client support, technical parties are Represented in the definition and evolution of services Maintain customer relationships CRM used maintained customer activities. Achievements/Tasks
- Manages the service department team and handles customer service interactions, reports, and repairs, helped users with software and hardware need to create tickets for 2nd level support.
- Parts Inventory audits, service center internal and external audits.

SKILLS

- Audit & Quality Assurance
- Inventory Management
- Legal/Official Documentation
- Flexibility/Adaptability
- Time management, Teamwork
- Microsoft Excel, Pivot Chart, Data Analytics, VLOOKUP, Tally, MS-Word
- Office Backend Operations, Problem Solving

EDUCATION

HIGH SCHOOL | NEW DELHI | INDIA

CBSE BOARD | 05/2008 – 05/2010

ALL SUBJECT

- 10th All Subject
- 12th ARTS

JANKI DEVI MEMORIAL COLLEGE | NEW DELHI | INDIA

BACHELOR OF ARTS DEGREE | DELHI UNIVERSITY | 07/2014

Regular College

Political Science (Hons.)

COURSES

JANKI DEVI MEMORIAL COLLEGE | NEW DELHI | INDIA

OFFICE MANAGMENT DIPLOMA | 04/2015

- Basic
- Tally
- Accounts, Business
- Short Hand Typing

CERTIFICATIONS

- **Primary Class Teacher | Vatika Play Station School | 12/2013 – 01/2015 | New Delhi | India**
- **Professional Makeup Artist | International Certificate in India Lakme Academy | 01/2021 – 08/2021 | New Delhi (Rajouri Garden)**

INTEREST

- Dancing, Listening Songs
- Makeup Art
- Photography Shoots
- Writing
- Yoga
- Travelling