

**SHRUTISEN**

\*: SECTOR-49, VILL-  
BAROLAGATUAM BUDH  
NAGAR, U.P

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~:shrutisen683@gmail.com



## **Career Objective**

To make establish a careers Executive in a dynamic an Progressive organization where my Skills can contribute to company's Goal and Achievements and also add my own my personal and professional goals.

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## **Work Experience**

1. **Currenty Working With Notion Online Services Pvt Ltd as a Operation TL / hr From May 2022.**

### **Role and Responsibilities**

- ◆ Handling Customer Escalation(complaints regarding Services)
- ◆ Expert Escalation (Complaints regarding the Late Job start, stop, fine deduction, Wallet Amount, Sp Tickets etc)
- ◆ E-mail Handling
- ◆ Expert Wallet Recharge
- ◆ Arrange the Refresher and Re-Training of Experts.
- ◆ Provide App Training To Service Providers.
- ◆ Audit of Expert Kit.
- ◆ Spamming.
- ◆ Work on Sheet / expert defaulter sheet
- ◆ Booking Creation.
- ◆ Maintain whatsapp Chats Etc.

2. **Worked With Byju's as a B.D.A. cum BTL From 18 October 2021 to May 2022.**

### **Role and Responsibilities**

- ◆ Creating brand image.
- ◆ On-boarding the Assets
- ◆ Alignment of Interns
- ◆ Plan Making
- ◆ Conduction of Meeting
- ◆ Product Training
- ◆ Lead Generation
- ◆ Analysis Market and search potential market

3. **H R Executive**

Enkey Export India Pvt Ltd 01.04.2020 to 25.06.2021

### **Role and Responsibilities**

- Maintain salary register in MS-Excel.
- Maintain days to days attendance register

- ESI & PF Challan generate & make a payment
- ESI & PF Registration
- Conducting telephonic & face to face conversations to identify relevant candidates
- Interviewing candidates & short listing for further process
- Preparation of necessary documents involved in recruitment process
- Negotiating with candidates on remuneration as prescribed by client

### **Interpersonal Skill**

- Ability to under pressure work
- Team Work

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### **ACADEMIC CREDENTIALS**

- MBA with HR and Finance from Eshan College of Management Mathura.
- B.A Economic Honour 2018.
- 12<sup>TH</sup>from UP BOARD 2014
- 10<sup>th</sup>from UP BOARD 2012

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**IT Skills**

MS-Word,Excel (Vlook-up,Hlook-up,Advance ) and well versed with internet.

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## Personal Details

Name: SHRUTISEN  
Father's Name: Mr.RAJKUMAR  
Sex: Female  
Nationality: Indian  
Date of Birth: 08 March 1998  
Language Proficiency: Hindi, English  
Interest & Hobbies: Reading Novels of Chetan Bhagat, Reading Articles, Cooking  
Permanent Address: Nainana Jaat Swroop Nager Near- Rawat Place Agra U.P

DATE

SHRUTI SEN