

SAKSHI

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☎ 8287016065

📍 Gurugram, Haryana

📅 24/09/2000



📋 OBJECTIVE

A motivated and detail-oriented professional aiming to secure a responsible position that allows me to apply my skills, expand my knowledge, and grow along with the organization.

📁 EXPERIENCE

Kesari Alloys Private Limited, Operation Executive

08/2025 - Till date | Gurugram

- > Managed customer enquiries through email, ensuring timely and accurate responses to client queries.
- > Coordinated with internal teams to provide product information, pricing, and order updates to customers.
- > Handled and maintained company social media accounts, creating and scheduling posts to improve engagement and visibility.
- > Monitored social media interactions and responded to customer messages and comments professionally.
- > Maintained and updated operational data, records, and reports to support business activities.
- > Organized and managed customer and business data using spreadsheets and internal systems.
- > Assisted in streamlining daily operations to improve efficiency and communication.

🎓 EDUCATION

Lyallpur Khalsa College Technical Campus, Bachelor of Technology

07/2021 - 07/2024 | Jalandhar

Computer Science Engineering

Mehar Chand Polytechnic College, Diploma in Computer Science Engineering

2017 - 2020 | Jalandhar

Computer Science Engineering

SKILLS

Microsoft Excel

- Advanced Excel functions (VLOOKUP, XLOOKUP)
- Pivot Tables and data analysis
- Data cleaning, sorting, filtering, and reporting
- Basic formulas and spreadsheet management

CRM & Customer Relationship Management

- CRM software usage and customer data management
- Customer support and relationship management
- Ticket handling and issue resolution
- Follow-up and client communication

IT & Networking

- Basic IT troubleshooting
- Computer hardware and software support
- Networking fundamentals (LAN/WAN, routers, switches)
- Installation and configuration of systems and peripherals

Customer Service

- Customer handling and complaint resolution
- Effective verbal and written communication
- Problem-solving and teamwork
- Time management and multitasking

LANGUAGES

- English
- Hindi
- Punjabi

★ CERIFICATION

Cisco Certified Network Associate

06/2025 - 07/2025 | Gurugram

Full Stack Development Certification

02/2024 - 06/2024 | Mohali, Chandigarh

PROJECTS

Bank Admin In Java and Sql

- > Customer Management
- > Account Management
- > Credit & Debit details

Automatic Toll Gate Using With Arduino

Whenever your car comes near the toll gate, the toll gate will open automatically. There we are using a sensor named ultrasonic sensor. When an ultrasonic sensor ends any object in the front of the sensor then it will send the information to the Arduino which is the brain of this project.