

Nishi Tiwari

Efficient customer service representative with 2+ years experience working in both inbound and outbound calling. At SoCal BNI, generated 2-3 leads daily basis on an average using provided data. Seeking opportunity to apply proven skills.

Strengths

- Leadership
- Quick learner
- Team player
- Creative

Technical skills

- Two years Certification in IT by NIIT
- Certification in SEO as a beginner by Webtechnology
- Certifications in Bootstrap & Python workshops

Education

- Bachelor of Commerce in Computer Applications (2021)
- Higher secondary school (2018)
- Senior secondary school (2016)

Hobbies

- Dance
- Yoga
- Zumba
- Travelling
- Listening to Podcasts

EXPERIENCE

Resource Extension: Virtual Assistant

Oct-2021 to Till Date

- Completing inbound & outbound calling as per client's requirements
- Leave voice notes for unanswered phone calls
- Communicating with end-clients
- Maintaining data in Excel format
- Generating leads by following provided data which needs to be forwarded to the customers
- E-mail marketing using different portals like Constant Contact
- Managing social media post for Facebook, Instagram, LinkedIn
- Creating posts for different social media platforms like Facebook, Instagram, LinkedIn using Canva
- Creating and editing reels for Instagram as per client's instructions
- Scheduling posts as per client's instructions on Facebook
- Managing client's business page on Facebook and Instagram
- Increasing the reach of client's products and posts
- Create presentations for upcoming meetings
- Managing end-client's data over CRMs tools like HubSpot, Constant Contact, etc.
- Handling different CRMs tools as per client's requirement
- Working on SendOutCards and Canva

Infomatic Solutions: HR & Business Development

Aug-2021 to Oct-2021

- Understanding client's requirements
- Identifying job description and work on it accordingly
- Working on various job portals to find suitable candidates as per requirements
- Once I find right candidates, then I used to shortlist them
- Handling In-Person Interviews
- Job posting over different Portals
- Calling and e-mailing candidates about the job opportunities
- Handling zero error and accurate data
- Scheduling Interviews

Altius (ZESTMONEY) Customer Support Executive

Dec-2020 to June-2021

- Handled customer phone calls and resolving their queries over the phone for their loan accounts
- Giving solutions related to the ZestMoney app
- Client relationship nurturing for loan requirements
- Updating Remittance files using different portals
- Solving CIBIL scores issues facing by customer
- Working on CRMs like SALESFORCE

Richkiddigital Instagram account manager

July-2019 to Dec-2020

- Managing Instagram accounts of US based clients (mostly fashion designers, illustrators, cosmetics company, artists so on) for business collaborations (all US based)
- Increasing reach and audience of client
- Managing reach of client's business
- Reaching to targeted customers by Launching business promotions