

Darakhsha Ali

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Objective

- To obtain a position that will enable me to use my strong organizational skills, award-winning educational background, and ability to work well with people

Education

12TH | 2014 |

- Major: Commerce

B.A | UNIVERSITY OF RAJASTHAN |

- Major: English, Urdu Literature
- Minor: Economics

Skills & Abilities

MANAGEMENT

- Accuracy, Administrative, Analytical Ability, Assessing Factors, Achieving Goals, Assessing Progress Towards Departmental Goals,

COMMUNICATION

- Excellent written and verbal communication skills.
- Confident, articulate, and professional speaking abilities (and experience)
- Empathic listener and persuasive speaker.
- Writing creative or factual.
- Speaking in public, to groups, or via electronic media.
- Excellent presentation and negotiation skills

LEADERSHIP

- Managing change effectively
- Making good decisions
- Solving problems
- Communicating effectively
- Inspiring others
- Thinking strategically and analytically
- Being creative and innovative

Experience

CUSTOMER SERVICE EXECUTIVE | VODAFONE | MAY 2016–JUNE 2017

- answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
- Follow up to ensure that appropriate actions were taken on customers' requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation

COUNSELOR| TESTBOOK EDU. SOLUTIONS PVT.LTD. | NOVEMBER 2017–SEPTEMBER 2018

- Work with individuals, groups and communities.
- Encourage clients to discuss emotions and experiences
- Examine issues regarding preparation of govt. examination counsel students about online exam preparation.
- Help clients define goals, plan action and gain insight.

BUSINESS ASSOCIATE MANAGER | MDFS PVT.LTD. | NOVEMBER 2018-FEBRUARY 2019

- - Work with individuals, groups and communities.
 - Encourage clients to discuss emotions and experiences.
 - Managed recruitment process for the company and also managed the project which is taken by the company.
 - Managed team as well.

COUNSELOR| CHANAKYA EDUCATION AND TRAINING PVT.LTD. | APRIL 2019–AUGUST 2019

- Work with individuals, groups and communities.
- Encourage clients to discuss emotions and experiences
- Examine issues regarding preparation of civil services examination counseled to those students who are preparing for civil and state service examinations.
- Help clients define goals, plan action and gain insight.

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