

SHIVANI DUTT

✉ shivanidutt613@gmail.com

☎ 91+7017565996

📍 Ghaziabad 201204

PROFESSIONAL SUMMARY

Strategic and process oriented individual with over 3.5 years of experience in operations. Aspire to become an indispensable part of the organization where I can fully utilize my potentials in taking the key decisions for the success of my employer.

SKILLS

- Customer Excellence
- Stakeholder management
- Communication Skills
- Structured Thinking
- Leadership Skills
- M.S excel
- Problem Solver
- Advertising/Marketing management
- Ability to work under pressure
- Good Analytical Skills
- Multitasking

EDUCATION

Dr. Kedarnath Institute of Engineering and Technology
Modinagar • 06/2018

Bachelors of Business Administration
Percentage: 68.9

Rukmani Modi Mahila Inter College
Modinagar • 06/2015

Higher Secondary School Certificate
Percentage: 69.69

Rukmani Modi Mahila Inter College
Modinagar, India • 06/2013

High School Diploma

WORK HISTORY

Kanti Holidays Pvt Ltd - Senior Operations Executive
12/2022 - 05/2024

- Guides the reservation team for effective inventory management to optimize room category revenue generation
- Achieved significant cost savings through strategic negotiations with vendors and suppliers.
- Enhanced communication between departments by establishing regular cross-functional meetings and collaboration initiatives.
- Collaborated with sales teams to develop effective strategies for increasing market share in competitive industries.
- Prepares daily reports like Business on Books, cancellation and creation report, VIP Arrival
- Cancellation and creation report, VIP Arrival.

Uber India - Greenlight Expert 3 (Driver Support)
07/2021 - 11/2022

- In-person support: Supported the in-person driver support program, gave the top-notch services to Uber driver community, topped the CSAT leaderboard with a CSAT score of 4.70
- Onboard drivers/vehicles via virtual support channel (Chat) and derived 15% FTDs/FTVs: Onboard drivers & vehicles on Uber platform, and converted ~15% of them to take the first trips (above the target) while maintaining the QA & AHT scores.

Cyfuture India Pvt Ltd - Billing Analyst
07/2019 - 11/2020

- Processing orders & transactions: Ensured the customers' orders are processed within the TAT (90 days), and walked them through the knowledge about the process & the features of company App (IGL Connect)
- Troubleshooting & resolving technical issues: Supported the customers with their queries & complaints related to bills & payments, usage of the product, in-person support alignment, permanent/temporary disconnection requests.