***CURRICULLUM VITAE***

***BHAVNA LAROIYA***

*Address : House No.-3, Ward No.-23,*

 *Raisinghanagar, Ganganagar,*

 *Rajasthan, India, 335051.*

Mobile: +91-9672284841

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**Career Objective**

* Seeking an important and challenging role in an organization where one can attract with the new people and show my abilities, Seeking a position to utilize my skills and while being resourceful, innovative & flexible.
* To achieve companies overall objective with the help of my knowledge, practical experience and sincere endeavours.

**Educational Qualifications**

* Completed Matriculation level from Ajmer board in the year 2007.
* Completed Intermeiate level from Ajmer board in the year 2009.
* Graduated in Bachelor of Science in Hotel Management and Catering Technology in the year 2012 from Chitkara University, Punjab.
* Graduated in MBA in Hospitality Administration in 2015 from Suresh Gyan Vihar University.

**Summer Training**

* Got 20 weeks training certificate by Radisson Green (Shimla) during my B.Sc. internship.
* Got 45 days training Certificate by Bliss Resorts during my MBA internship.

**Key Skill's**

* Proficient in Microsoft internet, Opera
* Excellent organizations skills
* Caring and professional with superior communication and management skills
* Superior team building and leadership qualities
* Organized and prioritized personal schedule

**Achievement's**

* Got certificate of State level 'Payer of Cricket'.
* Got certificate by limca book of records for making 'World’s biggest & heaviest egg free pie'.
* Got certificate of college fest 'EXUBERANCE' (National Level Management Festival)
* Best participation in college level competition of powerpoint presentation on my department.
* Got certificate and bronze award in genpact for providing excellent support to my team members.
* Certification course in Digital Marketing

**Career Profile**

* Worked with Genpact India, since November 2015 to Jan 2018 as a Process Associate for an Customer Helpline Process.
* Working with Webhopers Infotech Pvt. Ltd. As a SEO Content Writer

**Professional Experience**

* Currently working with Webhopers and writing SEO based off page on page blogs for official website and social platform. Mainly I am writing for Pharmaceutical companies and technical contents.
* 2 year hand on experience in the customer helpline process for an insurance vertical.
* 6 months experience in the customer helpline providing solutions regarding customers queries about their insurance plan.
* 18 months experience in a different sub-process of customer helpline, providing solutions for only to the insurance agents and providing floor support to the other team members in customer helpline.

**Personal Details**

 Father’s Name : Mr. DInesh Laroiya.

 Mother's Name : Mrs. Vanita Laroiya.

 Date of birth : 28th August, 1991.

 Language known : Hindi, English and Punjabi.

 Nationality : Indian.

 Marital status : married.

 Gender : Female.

 Hobbies : Travelling, Cooking, Playing Badminton,

 Watching Movies and Web Surfing.

*Place : \_\_\_\_\_\_\_\_\_\_\_\_*

*Date : \_\_\_\_\_\_\_\_\_\_\_\_ (Bhavna Laroiya)*