



# ROHIT SRIVASTAVA

## Contact Me

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## Other Info

### Skills

Work effectively both as team member and independently.

Written and verbal communication.

Experienced in problem-solving.

Efficient and Detail-oriented.

Adaptability.

Time Management.

### Awards

- Received Citation in the R&R Ceremony for having highest average Personal Score Card of 4.73 with 100% C-Sat score and with no unplanned leaves.

### Languages

English, French

### Interest

Music, Bike Riding, Puzzles, Games (Chess), Singing



## About Me

I have a total work experience of 2 years wherein I have 6 months of work experience as a Team Member with Google Ads and 1 year and 4 months of experience with Wipro.

I have worked as a multi-tasking personnel in managing and estimating employee benefits, employee enrollment and their investments. I am a dependable and organized team player with the ability to communicate effectively and efficiently.



## Experience

June 1st 2017 -  
October 3rd  
2018

### Wipro Customer Service Specialist (Benefits Administrator)

Responsibilities :

- Trained 18 new hires on customer service in defined benefits.
- Team leading with new hires, as an academy coach, making them understand the process verbally and practically .
- Achieved measurable outcomes that added value to the company.
- Filing the staff with their performances and feedbacks
- Siebel tool ticket auditing.
- Managing and monitoring the repeat caller reports.

November 12  
2018 - July 6th  
2019

### FIS Global Business Solutions Team Member (Google Ads Support)

Responsibilities :

- Helping the clients in managing, creating and promoting their business through Google Ads platform with different types of campaigns available.
- Serve as one point of contact for all queries.
- Learn more about products and services to respond to related customer queries.
- Monitor cases with work , targets , on personal grounds.
- Supervise the process of keeper of cases where records are to be kept for advertiser queries.
- Building loyal relationship for future.

July 22 2020 -  
September 22  
2020

### Internship: Talent corner HR Services Pvt. Ltd. Human Resource Intern (HR Payroll)

Prepared a project by maintaining and evaluating salary sheets of 24 industries with staffing data by tracking leaves, compensation and understanding the exit interview form.

### Internship: Coca Cola Marketing Intern

Prepared a project based on the study of impulse buying behaviour and factors influencing it with reference to beverage products in retail stores.



## Education

August 2019 -  
(till date)

### IMRT COLLEGE Master Of Business Administration

July 2014 - May  
2017

### National P.G. College, Lucknow Bachelor of Business Administration (BBA)

- March 2014

### St. Francis College, Lucknow Secondary Education

- March 2012

### Oak Grove School, Mussoorie High School



## Achievements

- Chosen as Class Representative in my MBA batch.
- Selected in the Placemet Cell.
- Successfully completed Career Edge - Knockdown the Lockdown online course offered by TCS iON.
- Successful completion of The Fundamentals of Digital Marketing certification exam offered by Google.