

Janvi Sood

Address: #885-B, Street no. 8,

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Summary

I am an enthusiastic, self-motivated, reliable, responsible and hardworking person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using my own initiative. I am able to work well under pressure and adhere to strict deadlines.

Skill

Recruitment

Screening Of Applications

MS Office

Customer Support

On-boarding

Communication Skills

ATS (Job Diva, Ceipal)

Knowledge of Monster, Dice, Career builder Or Indeed

Language Known: English, Punjabi & Hindi

Strength

Willingness to learn.

Positive Attitude

Listening Skills

Punctuality

Patient

Adaptability

Professional Experience

Saihna Bridal Studio, Patiala

(Sep 2023 to Current)

Beautician

Performing permanent and temporary hair removal treatments, such as electrolysis, laser hair removal, and waxing.

Keeping your workstation and tools clean and sterile.

Performing manicures and pedicures.

**Outline Systems Pvt Ltd, Mohali
Technical Recruiter**

Sep 2022 to Aug 2023

- Responsible for handling the complete recruitment life cycle for Direct Clients in the US.
- Develop action plans/recruiting strategies to identify qualified candidates through various job portals and networking websites.
- Responsible for handling different types of Non IT requirements.
- Responsible for achieving a good conversion ratio of submittals into interview and placement.
- Worked on w2 positions (Tax terms: 1099, W2 and corp to corp).
- Work done HR databases, Applicant Tracking Systems (ATS).

**Amazon Private Limited, Work from home
Customer Service Representative (CSR)**

Aug 2019 to Aug 2022

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

Education Experience

- Bachelor of Arts (BA) with 68% from Lovely Professional University in June 2019
- Senior Secondary with 81% from Punjab School Education Board in March 2015
- Matriculation with 61% from Punjab School Education Board in March 2013