

# Vidya Kumari

Delhi, Delhi

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## Work Experience

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### **Operations Executive**

Aakash Educational Services Limited - Delhi, DELHI, IN

November 2022 to April 2023

Responsible to fetch the different branch's data from the Oracle ERP tool and update the consolidated records in the Pipedrive CRM portal.

Delhi, India

data review and sanitization, creating and updating a tracker, and helping with organizing internal events.

Coordinate with vendors on a daily basis on timely delivery and functioning of orders.

maintenance.

Collections, & managing PO according to standard work & SOP Plans and prioritizing tasks and work responsibilities to achieve objectives!

Provides support to teams or management by collecting and analyzing data and reporting results.

### **Operations Executive**

Infinizi Consulting Pvt. Ltd - Noida, UTTAR PRADESH, IN

February 2018 to September 2022

ups on pipeline projects with freelancers and SMEs. Quality deliveries of the assigned project with proofreading. Escalation and resolution of Clients' queries.

project.

Coordinate tasks and work with other departments & assign and ensure work tasks are completed on time and that they meet appropriate quality standards.

data reporting dashboards daily, weekly and monthly reporting.

departments to meet client SLA and key performance discussions.

### **Service Coordinator**

F1 Info Solutions & Services Pvt Ltd - Noida, UTTAR PRADESH, IN

October 2018 to May 2019

Coordinate with the service center & customer to successfully deliver the product.

Successfully handled escalations from help reviews and coached the fulfilment team on quality customer service as needed.

well as action is taken.

required in reconciliation activity.

## Education

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### **B.A in Political Science**

Delhi University - Delhi, DELHI, IN

June 2011 to July 2014

### **Master's**

IGNOU University

## Skills / IT Skills

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- Advance Excel, MS Access, Macros, Power BI, PowerPoint, Google sheet Drive

## Online Profile

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<https://www.linkedin.com/in/vidya-mishra-2b42b5243>