

**Kavita Shyamkumar Vaddi**

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## SUMMARY

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• Dedicated and highly effective in undertaking various administrative and programme management tasks. Ability to manage complex data with excellent organisation. Motivated to achieve outstanding success through prompt communication and a helpful approach.

## SKILLS

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**Very much willing to preserve and learn new ideas.**

**Punctuality is one of my best qualities, motivated, fast learner and can work under pressure.**

**Can work effectively as an individual or in a team environment.**

**Good communication skills. Work well in all levels of environment.**

## EXPERIENCE

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Jun-2020 - Jan-2022

### IMPACTGURU CROWDFUNDING ORGANIZATION

Trust & Safety Associate  
(document controller cum  
secretary)

- Educated campaigners on various financial matters and provided professional recommendations on, products and services based on each campaigners individual needs.
- In- house team reviews all data and customer feedback closely, and takes appropriate action to protect the integrity of the platform.
- Achieved high sales revenue with value-focused customer service approach.
- Resolved customer queries through effective communication and providing a step-by-step solution.

Feb-2020 - Jun-2020

### FRESHARGANICA PRIVATE LIMITED

Customer Service  
Executive/ Admin

- Developed marketing plans for new products.
- Produced telephonic surveys to collect customer feedback for new product plans.
- Prepared and executed presentation.
- Utilized system databases to develop reports for forecasting and marketing trends.
- Proofread marketing collateral ahead of printing to identify and correct errors.
- Analysed third-party data and investigated new growth opportunities.

Feb-2018 - Jan-2020

### KARABONG TEXTILE INDIA

- Administrative Assistant

  - Displayed strong customer service skills with professional telephone manner in order to resolve customer enquiries.
  - Promoted welcoming environment while managing receptionist area and fielding requests for information.
  - Maintained reception area in orderly manner to provide visitors with positive first impression of company.
  - Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences.
  - Managed office inventories, restocking supplies and placing purchase orders to maintain adequate stock levels.
  - Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
- Sep-2016 - Dec-2017

Hospitality / Customer service

**RIGHT ANGLE EVENTS (FREELANCER)**
  - Managed high volume inboxes of up to 100 enquiries daily.
  - Interviewed and hired top contractors, enabling timely, under-budget project completion.
  - Coordinated Number events throughout banquet spaces, including weddings, reunions and corporate meetings.
  - Coordinated Front of House and Back of House staff ahead of events, ensuring smooth execution to maximise guest Satisfaction.

## EDUCATION

Degree/Course	University/Board	Year of Passing
Bachelor of Mass Media (Advertisement)	Maharashtra Board	2018
Higher Secondary Certification (HSC)	Maharashtra Board	2015
Secondary High School Certification	Maharashtra Board	2013

## PERSONAL DETAILS

Passport detail	T4736657
Date of Birth	25th September 1997
Gender	Female
Nationality	INDIAN
Marital Status	Single
Languages Known	English, Hindi, Telugu, Marathi

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