



# DIYANA TWINKLE NIXON

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in | twinkle-nixon16082003

📍 INDIA

📅 16 - 08 - 2003

## About Me

Building bridges, not just pipelines. My passion lies in building genuine customer relationships. With my CRM expertise, I can translate that passion into targeted communication, personalized solutions, and ultimately, long-term customer success.

## Hard Skill

- Data Management
- Lead Management
- Reporting & Analytics
- CRM System - Zoho
- Time Management & Organization

## Soft Skill

- Active Listening
- Clear Communication
- Organization
- Customer Focus
- Resilience
- Data-Driven Decision Making

## Education Background

- **Amity University**  
online ( Delhi - Noida )  
Bachelor of Computer Applications  
(BCA)  
2024 -Currently Pursuing
- **Holy Cross Convent High School & JR College**  
Thane  
ARTS - Psychology , Sociology , IT  
& Economics  
Completed in 2022

## CERTIFICATES

2023      Aviation, Hospitality & Travel Management

2023      Reservation & Ticketing exam with Amadeus

2016      Microsoft office

## Languages

- English - Native
- Tamil - Native
- Sinhala - Native
- Marathi - Proffessional
- Hindi - Intermediate

## Professional Experience

### Cartoon Mango - Coimbatore Business Development Associate

2023

- Key responsibilities:
- Analyse current and past clients data.
- Acquired more than 5000+ leads.
- Maintained relationships with our clients.

### BE Market - Chennai CRM

2023

- Key responsibilities:
- Maintained a successful relationship with our customers.
- created proforma invoices and maintained stock
- Followed up with customers for their requirements.
- handled a sales team of 6.
- made reports regarding sales activity

### AE Naturals - Bangalore Ecommerce Executive

2022 - 2023

- Key responsibilities:
- Handling product catalogue.
- Listing on various online platforms like, Amazon, Flipkart, Meesho, etc..
- keyword searching on various tools like jungle scout.
- A+ content management
- Content writing
- Maintaining stock/inventory & claimed returns.

2016      Advanced Excel

2019      Web Designing & Development