

# Vaishali Bansal

Team Lead

Operations Executive with experience of 2.6 years in the industry. Enjoy creative problem solving and would excel in the collaborative environment. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

vaishalibansal6486@gmail.com



+971585311090



Discovery Garden, Dubai, United Arab Emirates



12 May, 1995



## WORK EXPERIENCE

### Operation Executive Paytm

08/2021 - 01/2024

Noida, India

2.6 years

#### Achievements/Tasks

- Enhanced customer satisfaction by effectively managing and resolving operational issues in a timely manner.
- Managed a team of 5 members and provided guidance and support to them.
- Reported issues to higher management with great detail.
- Handled internal audits and quality checks.
- Taking care of escalations and social media(Twitter, Facebook and Instagram)
- Assisted in training for new joiners.
- Worked on Flights, trains and buses refunding and ticketing.

Contact : Mohd. Shahid Khan

### Teacher L.RA Kids

04/2016 - 09/2018

2.5 years

#### Achievements/Tasks

- Identify and select different instructional resources and methods to meet students' varying needs
- Met with students, parents and administrators to address and resolve students' behavioral and academic issues.
- Developed and enriched professional skills and knowledge by attending seminars/conferences.

Contact : Mr. Gopal Aggarwal

## EDUCATION

### Master of Business Administration Manipal University

08/2023 - 07/2025

Jaipur, Rajasthan, India

#### Courses

- Pursuing in Human Resources.

### Master in commerce CCS University

07/2016 - 06/2018

(60%) Meerut college, Meerut, India

### Bachelor of commerce CCS University

07/2013 - 06/2016

(58%) Meerut college, Meerut, India

### Intermediate Meerut Public School For Girls

04/2012 - 03/2013

(86.8%) Meerut, India

## SKILLS

Helpdesk/Freshdesk/Front Desk

MS Excel

Social Media Management

MS Word

Leadership and Management

Customer/Guest Satisfaction

Microsoft Office

Job analysis

Customer Service/Customer Support

Human Resources Analytics

Recruitment, Interviewing and Employee Onboarding

## CERTIFICATES AND PROJECTS

\* Talent Acquisition authorized by the HRCI

\* Human Resources Analytics authorized by the University of California, Irvine

\* Human Resources Management Capstone: HR for People Managers authorized by the University of Minnesota

\* Recruiting, Hiring, and Onboarding Employees authorized by the University of Minnesota

\* Preparing to Manage Human Resources authorized by the University of Minnesota

\* HubSpot: Working with a ticketing system from Coursera

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

## OTHER SKILLS

Decision-Maker

Active Listener

Multitasking Abilities

Team Management

Excellent verbal and written communication