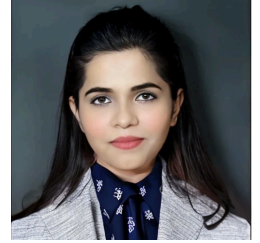


## CONTACT

### Ishika Jain

📍 Agra, Uttar Pradesh  
📞 7417727742  
✉️ jainishika1014@gmail.com



## OBJECTIVE

Post-graduated in MBA with excellent research, technical, and problem-solving skills. Detail-oriented and able to learn new concepts quickly. Seeking more opportunities to expand skills while facilitating company growth. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Organized and motivated employee eager to apply time management and organizational skills in various environments. Hardworking employee with customer service, multitasking, and time management abilities. Devoted to giving every customer a positive and memorable experience.

## EDUCATION

- |         |   |
|---------|---|
| 2022-24 | <ul style="list-style-type: none"><li>• <b>ICFAI Business School, Jaipur</b><br/>Master's Of Business Administration (Finance &amp; IT)</li></ul> |
| 2019-22 | <ul style="list-style-type: none"><li>• <b>Dr. Bhim Rao Ambedkar University, Agra</b><br/>Bachelor's of Commerce</li></ul>                        |
| 2017-19 | <ul style="list-style-type: none"><li>• <b>Dr. MPS World School, Agra</b><br/>12th- (Commerce)</li></ul>  |
| 2017    | <ul style="list-style-type: none"><li>• <b>St. George's College, Agra</b><br/>10th</li></ul>  |

## ALLIED CREDENTIALS

- Certificate in Tally.ERP9+TallyPrime+GST+TDS+MS-EXCEL.(Pursuing)
- Certification in The Complete Course of Financial Analyst by Udemy.(Pursuing)
- Certificate in Mastering the Art of Data Visualization.
- Certificate in Selling Skills by Yeshasvi Bhav (Issued: July, 2023).
- Trader's Acceleration Program-India Hedge (Issued: Nov, 2022).
- Advance Excel from Learnx.
- Digital Marketing & Graphic Designing.

## ACHIEVEMENTS & AWARDS

- Achieved a certificate of E-poster making of "Bankonomics" by Symbiosis College of Arts and Commerce.

## EXPERIENCE/INTERNSHIPS

- |                              |   |
|------------------------------|---|
| 04-03-24 - Currently Working | <ul style="list-style-type: none"><li>• <b>Sales Executive</b><br/>Enterr10 Television Pvt Ltd<ul style="list-style-type: none"><li>• Managing and accessing the Operational &amp; financial Workflows of Ads Campaign.</li><li>• Managing Client Workflow Grids.</li><li>• Approaching Big Brand for Ad Campaign.</li></ul></li></ul>  |
| -                            | <ul style="list-style-type: none"><li>• <b>Finance Summer Intern (Operational Executive)</b><br/>India Post Payment Bank<ul style="list-style-type: none"><li>◦ Customer handling &amp; query resolution</li><li>◦ Software - Micro ATM</li><li>◦ Cross Selling of Financial Products of IPPB.</li><li>◦ Opening of Premium Savings Account</li><li>◦ Registration for IBCs</li><li>◦ IIBF Certification registration process</li></ul></li></ul> |

- Opening of customers' Merchant accounts.
- Helping customers for registering in mobile banking.
- Child Enrollment & mobile number update in Aadhar Card
- Prioritized and organized tasks to efficiently accomplish service goals.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Completed day-to-day duties accurately and efficiently.
- Responsible for adhering to all operational guidelines and compliances of the bank.
- Responsibility towards a set of practices executed by the back-end team of a bank to facilitate its day-to-day operations including the support of insurance policies, customer support activities, documentation, and banking operations.
- Approached customers and engaged in conversation through use of effective interpersonal and people skills.
- Answered customer inquiries and provided accurate information regarding products and services.
- Set up and activated customer accounts.
- Organized events to raise awareness of the campaign goals.
- Collected data from various sources to monitor progress of the campaign.

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- **Graphic Designer Intern**

Picsaura Studio, Agra

- Prepared branding packages for point of sale displays, promotional materials and product packaging.
- Maintained company archive of collateral, previous project images or photos.
- Selected colors and themes while adding functionality to create new designs. Edited photos and videos to be used on websites or printed materials.

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- **Graphic Designer Intern**

MCS Ethical Hacking Institute

- Reviewed final layouts, making improvements and suggestions as needed.
- Created personalized portfolio designs according to rigorous client specifications.
- Created corporate brands by designing cohesive looks between logos and letterheads.
- Designed print materials such as brochures, flyers and posters for marketing campaigns.

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- **Content Writer**

FashionFevers.com

- Collaborated with global content marketing team and produced ideas for content writing and content topics.
- Generated ideas for new blog topics, including researching relevant keywords.
- Recommended plugins that would improve user experience on the site.

## PROJECTS

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- **Study to Improve CASA Balances at India Post Payment Bank.**

## SKILLS

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- Technical & Personal Skills • MS-Office Suit/G-Suite • Canva, Photoshop, Corel Draw. • Innovative and Creative Skills. • Communication Skills • Leadership • Punctuality • Patience • Hard working • Team Collaboration

## INTERESTS

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- Travelling, Singing

## LANGUAGES

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- English and Hindi

## PERSONAL DETAILS

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- Father's Name- Mr. Anil Kumar Jain
- Address- F-735, Kamla Nagar, Agra, Uttar Pradesh -282004
- Gender- Female
- Caste/Religion- Jainism
- Category- Minority
- Nationality- Indian