

DISHA

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OBJECTIVE

Customer Support Specialist and Project Manager, seeking a challenging job profile which provides an opportunity to enhance my skills and knowledge, to grow professionally, while effectively utilizing my versatile skills set to help promote corporate mission and exceed team goal. Skilled in content strategy, project management, and localization, ensuring high-quality, on brand content that drives and fuels conversions.

WORK EXPERIENCE

Project Manager, Advika Translations 01/2024 – 03/2025

Worked as a Project Manager, gained experience in localization project management, with a variety of localization processes and tools. Managing and coordinating localization schedules between teams to meet deadlines with epic quality.

- Gained experience in proof reading, editing and translating content in various languages with the help of various tools and some specified translators.
- Coordinated with clients and customers to resolve their queries and to provide best possible resolutions.

Executive, Lenskart Solutions Pvt. Ltd. 10/2022 – 08/2023

Worked as an customer support executive. Have gained extensive experience in providing end to end resolution to customers. Maintained goals by meeting customers satisfaction, call time and upgrading of services.

- Earned several appreciations and positions while working with the team.
- Handled some escalation calls as well to help achieve the target of customer happiness.

EDUCATION

12th Grade- Humanities, VISHAL BHARTI SENIOR SECONDARY SCHOOL 85.6% 2018 – 2019

Bachelors of Arts- Hindi Honors, LAKSHMIBAI COLLEGE, DELHI UNIVERSITY
C.G.P.A: 7.62 2019 – 2022

Masters of Arts-Political Science, INDIRA GANDHI NATIONAL OPEN UNIVERSITY
61.25% 2023-2025

SKILL

- Customer Support
- Time Management
- Project Management
- Basic knowledge of Digital Marketing
- Communication
- Proficient in Microsoft Office

PERSONAL INFORMATION

Languages Known

English and Hindi

Courses

Cyber Security Essentials, CISCO 01/2022

Digital Marketing, Google 10/2021

Project Management, Google 05/2025