

Divya Ahuja

A zealous professional looking to make a successful career with an organization of repute preferably in Delhi

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Profile Summary

- A competent professional offering an experience in Project/Client Coordination and Management
- Skilled in analysing information & clearly communicating with the clients
- Displayed success in contacting the client regularly, speaking with them and ensuring the clients are satisfied with the services
- **Awarded as the best performer of the quarter two times in a row just within initial days of joining the organization at Keywords Studios, Gurugram**
- Skilled in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes and thus managing cost- effective operations
- Keen client-centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- Exceptionally well organized with a track record that demonstrates self-motivation, creativity, and initiative to achieve both personal and corporate goals
- Possess excellent communication (both written & verbal) and interpersonal skills

Core Competencies

Project Execution & Implementation

Strategic Planning & Analysis

Reporting & Documentation

Vendor Coordination

Client Relationship Management

Stakeholder Management

Client Communications

Resource Allocation

Work Experience

Since Oct'21 as Project Coordinator with Keywords Studios, Gurgaon Key

Responsibilities:

- Planning and management of small projects and sub-projects independently
- Ensuring timely delivery as per customer quality requirements and strict deadlines
- Working with international clients such as **Electronic Arts, Ubisoft** and amongst others
- **Awarded as the best performer of the quarter two times in a row just within initial days of joining the organization**
- Project administrative and financial tasks
- Collaborating and communicating at all production levels with the client, internal offices, vendors and production team
- Supporting team members in everyday problems and issues by delivering practical, detailed task information

- Tracking quality, effectiveness and efficiency of production
- Communicating with PM and others to manage schedules, resolve issues, manage capacity, etc.

January 2021-March 2021 as a Client Relationship Manager at Blue rose Publishers.

- 1- Understanding client needs and suggesting the best alternative to them.
- 2- Collaborate with the clients and earn business from them.

Academic Details

- BA(JMC) from IP university (Tecnia Institute of advanced studies) in 2017
- 12th from Holy Innocents Public School (New Delhi) in 2017
- 10th from Holy Innocents Public School (New Delhi) in 2015

Soft Skills

|| Collaborator
Communicator || Planner
Thinker || Innovator

Personal Details

Date of Birth: 2 Aug 1999
Languages Known: English & Hindi
Location : New Delhi