



## KALPANA JETHI

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### PROFESSIONAL SUMMARY

Customer Relationship Management at US Start-up Company 98thPercentile, an Ed-Tech company. Using Hubspot as a CRM Tool. Resolving internal and external customer related queries; scheduling Management and Basic Tech support.

### KEY COMPETENCIES

MS Office| Project management| IBM Cognos basics| Google Analytics basics

### INTERPERSONAL SKILLS

Team Leadership | Adaptability | Idea generation| sales and operations

### INTERESTS & HOBBIES

Watching digital series |Cooking| Travelling

### LANGUAGES KNOWN

English | Hindi | Punjabi |

### PERSONAL DETAILS

Mother's Name: Mrs. Ekta Jethi

Father' Name: Mr.

Rajan Kumar Jethi

Father's occupation:

Businessman

D.O.B.: 26 April 1999

## EDUCATION

Masters in Business Administration in Business Analytics| Chandigarh University, Gharuan

Session: 2019-2021 / Score: 6.3 CGPA

Bachelors in Business Administration (Hons.) with Hospitality and HR in specialization| GLA University, Mathura

Session: 2016-2019 / Score: 7.3 CGPA

Intermediate (CBSE) |Sachdeva Millennium school, Agra

Session: 2015-2016 / Percentage: 71%

Matriculation (CBSE) | St. Francis Convent School, Agra

Session: 2013-2014 / Percentage: 57%

## TRAINING & PROJECTS

➤ DAWAR FOOTWEAR LTD. | TRAINEE

May 2018-july 2018

- Interned in HR DOMAIN.
- Job related to performance appraisal.

➤ CHANDIGARH UNIVERSITY| INSTIUTIONAL TRAINING | 5 May 2020- 5 June 2020

- Institutional training in the time of lockdown on the products advertised during the period of covid 19.
- Market analysis on Automobile industry and which vehicle is most used.

## WORK EXPEREINCE

Working as a Customer Relationship Manager at US Based startup Company 98thPercentile (2021- Present)

## ACADEMIC ACHIEVEMENTS

- Actively participated in international model united nations (IMUN) 2019.
- Attended webinars at the time of lockdown.
- Been part of college events and an active participant.

## CERTIFICATIONS & AWARDS

- Certificate in online course of financial accounting by Saylor
- Certificate in data visualization for managers by course era.
- Certificate in online course of project management
- Certification in online course on qualitative and quantitative research on finance by open university