**PRACHI TYAGI VIJ**

A-51, Ashok Vihar Phone #: *9891160796*

Phase-3

Delhi- 110052 E-mail Address**: *vij.prachi@gmail.com***

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**CAREER OBJECTIVES**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self development and help me achieve personal as well as organizational goals.

**Work Experience**

***March 2013- till date***

* ***Maharaja Aggarsain Adarsh Public School***

***September 2009- March 2013***

* **Worked as a Freelance Translator/ Proof Reader for Govt. and Private Organizations.**

***July 2008 till June 2009***

**Worked with UEI Global (School Of Service Management) as a Tele Marketing Executive.**

**Job Profile:**

* Making and Receiving Calls.
* Providing Information on various educational Courses to the students and their parents.
* Coordinating students’ visit in the Institutes and verify whether they have received all the information regarding the courses.

**Additional Initiatives:**

* Providing process training to the new hires.
* Call auditing accompanying the Manager.
* Providing feedback for the calls audited.
* Ramping up the new agents.

***Sept.2003 till December 2007***

**Worked with IBM Daksh Business Process Services Pvt. Ltd. as a (Quality Lead)**

**Job Profile:**

* Operations.
* Training all new hires for the process.
* Performing Quality Monitoring & Case Quality Checks.

**My Achievements at *IBM-Daksh:***

* Contributed to the team’s performance for attaining the highest productivity in the inter-team competition thereby resulting in team’s victory.

**ACADEMIC CREDENTIALS:**

* **M.A. (English) from Shridhar University (Pilani) [2012- 2014] (Result Awaited)**
* **N.P.T.T./ E.C.C.E from Satyam International Polytechnic [2011-2012]**
* **Bachelor of Arts from Delhi University 2004 [English, Hindi, Economics, Maths]**
* **All India Senior Secondary Certificate Examination from C.B.S.E. 2000**
* **Training during then N.P.T.T. course pursued from RYAN INTERNATIONAL SCHOOL, ROHINI**

**ADDITIONAL QUALIFICATION**

* Did a One year course of Web Engineering involving MS-Office, Java5.0, HTML, C++, C# VB-Script, XML, XSL, SQL Server 7.0, Cold Fusion, Macromedia Flash, Windows NT and ASP from **ATEC Computer Education** securing 82% in all.

**Personal INFORMATION**

**Husband's Name :** Mr. Pankaj Vij

**Date of Birth :** 2nd October 1982

**Marital Status :** Married

**Language Competency :** English, Hindi & Marathi

**HOBBIES**

I like Singing, Trekking, and Listening to music, playing badminton & Carom.

**(PRACHI TYAGI VIJ)**