

Drishti Khandelwal

Pursuing MA | Female | 23

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CAREER OBJECTIVE

To build career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

ACADEMIC CREDENTIALS

YEAR	DEGREE/EXAMINATION	INSTITUTE/BOARD	%	REMARKS
October-2023	Pursuing MA (Mass Communication)	Symbiosis School for Online and Digital Learning	-	-
April-2022	B.A (English)	VNSGU (Veer Narmad South Gujarat University)	70.00	First Division
March-2019	Senior Secondary – 12 th	Central Board of Secondary Education	65.00	Second Division Arts
March-2017	Secondary – 10 th	Central Board of Secondary Education	64.00	Second Division

WORK EXPERIENCE

Primex Media Services Pvt Ltd Surat Sr. Account Manager <ul style="list-style-type: none">• Work with the PR Manager to create, manage, execute and evaluate all PR activities and events for all brands.• Working with senior manager to develop relations and strategy.• Develop and Nurture new and existing relationship with clients across categories and work with Senior PR Manager and Digital Team on key targets.• Execute and manage annual media press local events, press conference, press release in Digital and Print Media.• Provide PR Plans and Guidance and manage internal relationship and approvals.	Dec-2022 to Aug-2024
Touriffic Holidays Surat Client Servicing Manager <ul style="list-style-type: none">• Experienced in coordinating travel arrangements managing client inquiries, and resolving issues promptly.• Skilled in understanding client needs and tailoring travel solutions to exceed expectations.• Strong communication and interpersonal skills with a focus on client satisfaction and business growth.	Dec-2020 to Dec-2021
Parakh Consultants Surat Customer Relations Officer <ul style="list-style-type: none">• Skilled in addressing client inquiries, resolving issues, and ensuring high levels of customer satisfaction.• Maintaining accurate customer records and collaborating with cross-functional teams to ensure seamless service Delivery.• Proactively calling clients to remind and follow up on premium payments.	Nov-2019 to Dec-2020

CERTIFICATIONS & PARTICIPATIONS

- Certificate of Excellence for **extraordinary service and contribution to our profession** in the month of October 2023.
- Participated for **Writing Article** in the book named “**Once Upon a Time in Quarantine**” published on **Amazon Kindle**.
- Participated in the **Heartfulness Essay Event**.
- Represented my college in the **National Level Poster Making Competition**.
- Participated in the **Article Writing Competition**.
- Participated in the **Poster Designing Competition**.
- Certificate of Appreciation in the **International Level Quiz Competition** on “Environmental Awareness”.
- Certification of Appreciation in the **Quiz Competition (World GK)**.
- Certification of Achievement in the **Efficiency Development** training program.
- Represented my school in **Regional Level Social Science Exhibition Cum National Integration Camp**.
- Represented my school in **Kabbadi at cluster level**.

SKILLS & COMPETENCIES

PR and Communication:

- **Public Relations Management:** Creating, managing, executing, and evaluating PR activities and events.
- **Media Relations:** Developing and nurturing relationships with clients across categories and coordinating with media for press releases, press conferences, and local events.
- **Strategic Planning:** Working with senior management to develop PR strategies.
- **Event Management:** Executing and managing media press events and conferences in digital and print media.
- **Internal Relationship Management:** Providing PR plans and guidance, managing internal relationships, and securing necessary approvals.

Client Servicing:

- **Client Relations:** Skilled in addressing client inquiries, resolving issues, and ensuring high levels of customer satisfaction.
- **Tailored Solutions:** Understanding client needs and providing customized solutions to exceed expectations.
- **Communication:** Strong communication and interpersonal skills focused on client satisfaction and business growth.

Customer Service:

- **Customer Interaction:** Proactively calling clients for follow-ups and reminders, maintaining accurate customer records.
- **Cross-Functional Collaboration:** Collaborating with cross-functional teams to ensure seamless service delivery.

Key Competencies:

- Public Relations and Media Management
- Client Relationship Management
- Event Planning and Execution
- Strategic PR Planning
- Customer Service and Satisfaction
- Effective Communication
- Team Collaboration
- **Computer Skills:** MS office (Word, PowerPoint)
- **Interpersonal Skills:** Public speaking, communication, leadership, problem-solving, customer service skills and quick an always eager to learn new things
- **Languages:** Hindi, English, Gujarati