



CHAITANYAA A KAPOOR

Finance | Sales | Digital
Marketing

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Downtown Dubai

About Me

Experienced professional with a versatile background spanning the finance sector, sales, and digital marketing. With 4 years of combined expertise, I bring a unique blend of skills and insights to every role I undertake.

Adaptable and driven, I thrive in dynamic environments, leveraging my diverse skill set to deliver results and drive business growth. Whether it's analyzing financial data, closing sales deals, or devising innovative digital marketing strategies, I approach every challenge with enthusiasm and a strategic mindset.

Education

- **10+2 NON MEDICAL**
- **DIPLoma INTERNATIONAL IN BUSINESS (DIUBAI)**
- **CERTIFICATION IN DIGITAL MARKETING**

languages

English

Hindi

Punjabi

Experience

**Platinum Forex Exchange
Manager (Dubai)**

July 2023 - Jan 2024

Dynamic and results-oriented stock market broker with a demonstrated history of success in navigating the complexities of financial markets. With 6 months of experience in the industry, I possess a keen understanding of market dynamics, coupled with a relentless drive to achieve superior results for my clients.

ADDITIONAL SKILLS

- **Strategic Investment Expertise**
- **Exceptional Client Relationship Management**
- **Track Record of Performance**
- **Effective Communication and Negotiation Skills**

**Aegis Customer Support Services PVT.
Quality Analyst (ZARA)**

**May 2021 - March
2023**

Dedicated Quality Analyst with a proven track record of ensuring product excellence and customer satisfaction. With 2 years of experience in quality assurance roles in India, I bring a wealth of expertise in implementing robust QA processes and driving continuous improvement initiatives.

- Collaborated closely with cross-functional teams to communicate quality objectives, provide feedback, and facilitate resolution of quality-related issues.
- Played a key role in driving continuous improvement initiatives, optimizing QA processes, and enhancing overall product quality and customer satisfaction.

ADDITIONAL SKILL

- **Proficient in QA methodologies, tools, and techniques**
- **Strong analytical and problem-solving skills**
- **Excellent communication and collaboration abilities**
- **Detail-oriented with a commitment to quality excellence**

**Teleperformance
Customer Care Executive (India)**

2018-2020

Results-driven Customer Care Executive with a strong background in providing exceptional customer service and support. With 2 years of experience at Teleperformance, a leading customer experience management company, I have honed my communication skills and customer-centric approach to deliver outstanding service and drive customer satisfaction.

ADDITIONAL SKILLS

- **Excellent verbal and written communication skills**
- **Strong interpersonal and relationship-building abilities**
- **Ability to work effectively in a fast-paced and dynamic environment**
- **Proficiency in Microsoft Office applications and CRM system**