

# SHUBHAM JHA

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## ABOUT ME

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals

## WORK EXPERIENCE

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### Operations Associate

**EZ WORKS** [ 01/2022 – 06/2023 ]

- Working closely with clients from well-known consulting firms to understand what they need and set clear delivery goals.
- Coordinated and executed client requests, addressing inquiries, resolving issues, and providing timely updates on project status.
- Coordinated and facilitated communication among project team members, stakeholders, and project managers, ensuring effective collaboration and information flow.
- Utilized social media analytics tools to track and analyze key performance metrics, providing actionable insights that contributed to specific achievement.
- Making sure projects stay on track, ensuring TAT's are met at each stage of delivery.
- Collaborated cross-functionally with marketing, design, and PR teams to align social media efforts with broader marketing goals and ensure consistent branding
- Figuring out project details and assigning tasks to the appropriate vendors.

### Assistant Manager

**Kotak Mahindra Bank** [ 03/2021 – 08/2021 ]

- Maintain and strengthen existing client relationships by providing excellent customer service, addressing concerns, and offering personalized financial solutions.
- Addressed customer issues calmly & professionally, delivering quick, successful resolutions.
- Demonstrate expertise in the bank's products and services, effectively educating clients on their benefits and features.
- Collaborate with the branch team to organize and participate in community events to promote the bank's services and enhance its brand visibility.
- Build and maintain a strong professional network within the community or industry to generate referrals and business opportunities.

## INTERNSHIP

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### Bikanervala Food PVT LTD

[ 06/2020 – 07/2020 ]

Project report on "Analyzing the youth attraction in Bikano. Using the social media platforms to know more about the clients requirements

## EDUCATION AND TRAINING

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### MBA (Marketing/ HR)

**Uttarakhand Technical University** [ 2019 – 2021 ]

### BBM

**Magadh University** [ 2015 – 2018 ]

**12th**

**Patna Central School** [ 2015 ]

**10th**

**Patna Central School** [ 2013 ]

## **LANGUAGE SKILLS**

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Mother tongue(s): **Hindi**

Other language(s): **English**

## **DIGITAL SKILLS**

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Microsoft Office / Social media marketing / Google sheet / Outlook / Presentation design

## **COMMUNICATION AND INTERPERSONAL SKILLS**

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### **Skills**

- Leadership: Involved in team management & Projects
- Communication: Good listener, team work ,presentation & innovative skills.
- Time Management: Proficient multitasker , working well under pressure.
- Client and Vendor Management

## **ACHIEVEMENTS**

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### **Certifications**

- Certificate in Marketing in Digital world.
  - Certificate in Social Media Marketing.
  - Certificate in Operation Management.
  - Certificate in Jira Project Management.
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