



# Mansi Bansal

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Amazon's **Choice**

## Objective

Has the ability to accomplish tasks and goals with effective teamwork, inspire fellow employees and motivate team effectiveness. An inquisitive individual who is keen to continue learning and expanding their horizons of knowledge. Seeks a nurturing environment that provides active mentorship and supports individual and collective growth and perseverance.

## Education

### Bhawanipur Education Society College

6.139 CGPA

Bachelor's in Arts

Jun 2018 – Jun 2021

Political Science

- participated in National Seminar entitled STILL I RISE WOMEN EMPOWERMENT IN A PATRIARCHAL SOCIETY.
- participated in Politics of Education in Independence India seminar.
- Dissertation in Political Theory

### Indira Gandhi National Open University

Master's in Arts

2021 – Present

Political Science and International Relations

- Dissertation in Political science and International relation
- Coursework in International relations

## Work Experience

### RCO INVESTIGATION SPCLST-EN | AMAZON, kolkata

Feb 2023 – Present

- Analysed risk using financial forecasting techniques and expertise of Egypt(EGY), Turkey(TR), India(IN) markets.
- Consulted with clients using preferred channels, maintaining customer satisfaction.
- Tracked investment performance, providing clients with scheduled updates.
- Calculated financial risk to inform investment decision-making.

### Customer Support | Tech Mahindra, kolkata

Jul 2022 – Dec 2022

- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Addressed customer service enquires quickly and accurately.
- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement.
- Assisted customers with product-related questions, feedback and complaints.

### Charity Fundraiser | TareZameen Foundation , kolkata

Jul 2022 – Aug 2022

- Increased awareness and membership sign-ups by advertising charities at networking events and conferences.
- Assisted in planning and development of fundraising and awareness events.
- Monitored project awareness and promotion costs, ensuring tasks and expenditures stayed within budgets.
- Processed payments and maintained accurate financial documentation.

## Awards

### Junior Diploma Certificate

Bengal Painter's Association  
Apr 2016

### Drawing Competetion

Chitran Art Centre  
2016

### Discover India With Anupam Kher Quiz-2011

Bajaj Allianz Discover India  
2011

## Skills

### Communication

Intermediate

### Problem-Solving

Expert

### Observational

Expert

### Time-management

Expert

### Multi- Tasking

Intermediate

## Languages

### English

Intermediate

### Hindi

Advanced

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- Built campaign performance reports from engagement data, demonstrating successes and areas for growth.
- Closely monitored social media trends, proactively creating content to meet audience demand.
- Kept up-to-date with social platforms changes for maximum effectiveness.
- Researched audience preferences and discovered current trends.

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## **Certifications**

### **Training Course on Financial Markets**

**Jun 2022**

Shine Projects

### **Neuro Linguistic Programming Training**

**Oct 2020**

Global Trainers, Coaches and Counsellors Organisation.

### **National Level Online Photography Contest**

Super7