**JANHHAVI RAJENDRA SAVAIKAR**

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**PROFILE**

* Ambitious, outgoing, and energetic individual with five years of experience in the field of public relations and community outreach.
* Accomplished at planning, executing, and monitoring result-oriented communication and social media strategies.
* Passionate about building a long-lasting relationship with clients by displaying excellent communication and interpersonal skills.
* A creative, analytical, service-oriented individual experienced in working in a fast-paced, detail-oriented, and deadline-driven environment.
* Ability to adapt to changing priorities, evolving processes, and stakeholder feedback.

**SOFT SKILLS**

Outstanding Interpersonal Networking Skills | Excellent Written and Oral Communication Skills | Well-organized | Superior Time Management Skills | Multi-Tasking | Problem-Solving Skills| Quick Learner | Adaptive | Team Player | Self Motivated | Confident

**TECHNICAL SKILLS**

Microsoft Office (Word, Excel, PowerPoint, Outlook, and Teams) | WordPress | Hootsuite | Canva

**WORK EXPERIENCE**

**In-TAC (International Talent Acquisition Centre) Ottawa, ON**

Digital Communication Specialist- Intern May 2022- present

* Developing and implementing communication strategies to further the organization’s objectives, vision, and mission.
* Maintain a content calendar by using Hootsuite, and create revenue-generating as well as educative content to grab the attention of the stakeholders.
* Co-ordinating and encouraging the mentees to be vocal about their struggles by using a friendly, collaborative and proactive approach.
* Writing LinkedIn posts on success stories of the mentees by interviewing them.
* Conducting weekly meetings with the coordinator to plan the content calendar using Hootsuite.

**Teleperformance, CA Ottawa, ON**

Technical Support Representative August 2021-February 2022

* Provided exceptional customer service to over 40 customers per day via phone calls which resulted in customer satisfaction and a customer resolution score of 80%.
* Drafted over 20 value-based, empathetic, attention-grabbing, and action-oriented emails per day to convert a customer into a stakeholder, resulting in an 85% increase in the CTA.
* Well-versed with JIRA and MS Teams and used them as a medium of interaction with the supervisors and team members.

**Department of Information and Publicity, Govt. of Goa Goa, India**

Information AssistantSeptember 2016- March 2021

Digital Media

* **Individually created and managed** LinkedIn, Facebook, and Twitter pages of the department during the COVID-19 pandemic.
* **Gained 2.5k** **followers** on Facebook and Twitter **in the initial 60** days by consistently creating clear and factual content for the public.
* Monitor analytics and report insights to develop strategies, solve issues and provide customer support.
* Created content for the Government’s newsletter.
* Updated the website by putting factual and timely content on an everyday basis.

Public Relations

* Conducted excellent market research to plan publicity strategies and campaigns for the public in general and sector-specific audiences such as farmers, women entrepreneurs, and youth.
* Wrote news reports, success stories, and articles on welfare schemes by the Government.
* Created factually correct and professionally written responses in crises to uphold Government’s integrity, and maintain character and reputation.

Events and Outreach

* Lead a team of 10 people to successfully organized outreach events and campaigns for farmers, women entrepreneurs, and youth.
* Collaborated with stakeholders and coordinated with various government departments by displaying excellent organization skills and interpersonal networking abilities.

**Goa Times, The Times of India, India Goa, India**

Features Writer and Editor July 2011- August 2016

* Researched and wrote feature stories, articles, interviews, success stories, stories on special occasions, and Sunday leisure leads.
* Co-ordinated with the photographer on a special occasion for photoshoots to go alongside the stories and with a graphic designer for the page layout.
* Edited content submitted by freelancers and stringers in adherence to the newspaper’s policies and stylesheet.
* Attended public events and functions to expand the network and generate leads to pitch new story ideas.

**EDUCATION**

**Master of Arts (Mass Communication & Journalism)** 2011

Savitribae Phule University of Pune, India

**Bachelor of Arts (English Literature & Language)** 2009

Goa University, Goa, India

**VOLUNTEERING AS A CONTENT CREATOR**

* [Chitramay Products](https://www.instagram.com/_chitramay_/?hl=en)