



Kajal Luke

Luxury and Brand Management | Digital Marketing | Project Management

Rennes, France

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Languages

French (Basic)

English (Native)

Hindi (Native)

About

Digital Communications, CRM and Project Management Competent, diligent and extremely efficient professional with experience in managing operations. Passionate about digital communications, CRM and the luxury industry.

BRANDS WORKED WITH

CONCENTRIX | GURGAON

DELVAUX- RICHEMONT GROUP | BRUSSELS

HÉLÈNE IN PARIS |

INDIGO | HYDERABAD

Experience

● PR AND COMMUNICATION ASSISTANT

HÉLÈNE IN PARIS | Jan 2023 - Now

1. Media Monitoring and Analysis 2. Content Creation and Event Coordination 3. Digital Media Management and Collaborations and Communications

● E-Commerce and CRM Team Assistant

DELVAUX- RICHEMONT GROUP | BRUSSELS | Jan 2023 - Jan 2023

1. Applied effective time management techniques to meet tight deadlines. 2. Assisted with day-to-day operations, working efficiently and productively with all team members. 3. Participated in team projects, demonstrating an ability to work collaboratively and effectively.

● Client Advisor

CONCENTRIX | GURGAON | Jan 2020 - Jan 2021

1. Assisted clients with preparing financial plans, conducting investment research, and completing trades and transactions to assess and meet financial goals. 2. Developed personal rapport with each client to maintain customer loyalty and establish long-term accounts.

● CUSTOMER SERVICE REPRESENTATIVE

INDIGO | HYDERABAD | Jan 2020 - Jan 2021

Paid attention to detail while completing assignments. Used critical thinking to break down problems, evaluate solutions and make decisions. Strive to exceed passenger expectations by providing exceptional service and addressing concerns with professionalism and empathy. Collected and documented passenger feedback for continuous improvement. Maintained composure and follow established protocols during emergency situations, ensuring the safety and well-being of passengers.

Education & Training

2023

● Rennes School of Business

Msc in Luxury and Brand Management,

2018

● University of Petroleum and Energy

BBA,