



Laxmi Dhirwan

Client Services Administrator

Contact Details

 **Address :**

J-2/65B, 3rd Floor. DDA Flats,
Kalkaji. New Delhi- 110019

 **Mobile No. :**

+91 9910616404

 **E-mail address :**

laxmidhirwan5@gmail.com

Skills

- Researching
- Microsoft Office
- Attention to detail
- Ability to prioritize and meet deadlines

Career Objective

Quality-focused professional with more than 5 years of experience in the field of Customer Services Administrator/ Paralegal in IPR firm. Looking forward to an opportunity where I can utilize my skills to achieve my goals.

Work Experience

Client Services Administrator (Trademark Paralegal)

ALG India Law Offices LLP, New Delhi August, 2016 - Present

- Attending client's communications with respect to Indian Trademarks.
- Maintaining diaries for deadlines and sending regular follow up mails to clients for deadline based filings/tasks.
- Drafting instructions for filing trademark applications, title update, assignment requests and renewal requests at the Indian Trademark Registry.
- Conducting trademark searches from the online search portal.
- Drafting responses to the Office Actions, Examination Reports and correspondences issued by Indian Trademark Registry with respect to pending and registered trademarks.
- Monitoring applications for advertisement and subsequent registration.
- Drafting Grievance requests and Applications to RTI.
- Reporting Trademark Journals, Registration Certificates, Renewal Certificates, Service Letters of Notices of Opposition and Counter-Statements, and other official letters to the clients.
- Monitoring adversary's pending applications for filing opposition, and sending quarterly monitoring updates to clients.
- Preparing drafts of Cover letters, Deed of assignment, Affidavits for change of name and address, and Power of Attorney for filing title update/assignment requests.
- Monitoring opposition matters and reporting status update and official correspondences of opposition matters to clients.

Certifications

- Understanding Trademark and Patent Strategies by NPTEL
- Computer Concepts (CCC) from NIELIT
- Diploma in Software Management
- Online English Writing Skills
- Yoga Exercise for Core Strength and Flexibility

Personal Details

Father's name : Sajjan Singh Dhirwan

Date of birth : May 10, 1993

Marital Status : Single

Address : J-2/65B, 3rd Floor. D.D.A Flats, Kalkaji. New Delhi -110019

- **Reviewing the Indian Trademark Registry's online records of pending and registered trademarks, and preparing trademark portfolio reports.**
- **Preparing request and follow-up mails for Trade Mark Registry to have pending requests of trademarks updated.**
- **Updating files with substantial documents of the trademarks for hearing purpose.**

Academic Co-ordinator October, 2014- July, 2016
Aztech Computers Private Limited, New Delhi

- **Counselled students and guardians about the academic courses offered by the institute.**
- **Counselled students about the IT related programs issued by Ministry of Electronics and Information Technology.**
- **Assisted and followed up with students to address enrollment conditions and resolved issues associated with it.**
- **Reviewed student's documents to ensure students' eligibility for the programs.**
- **Worked with the coordinators and faculties on all aspects to enable the delivery of an efficient curriculum timetable.**
- **Maintained data entry of the students and the programs; communicated all the deadlines to students with respect to issuance of admit cards and examinations conducted by Ministry of Electronics and Information Technology.**
- **Conducted seminars and workshops; implemented and executed protocols across multiple teams/staffs.**
- **Arranged meetings with parents and guardians; and managed academic calendars of students.**

Education Qualification

- **Master's Degree in English Literature**
Indira Gandhi National Open University | 2014 - 2016
 - **Bachelor's Degree in English**
University of Delhi | 2011 - 2014
 - **Senior Secondary School, Humanities, New Delhi**
CBSE Board | 2010 - 2011
 - **High School, New Delhi**
CBSE Board | 2009 - 2010
-