



CHANDNI VERMA



CONTACT

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DECLARATION

I solemnly declare that all the information is correct to the best of my knowledge and belief



OBJECTIVE

To enhance my professional skills, capabilities, and knowledge in an organization that recognizes the value of hard work and trusts me with responsibilities and challenges. and seeking an entry-level position in the HR department of a reputable organization where I can expand my knowledge learning and contribute to the growth of an organization



PROFILE SUMMARY

- 1 :- MBA in Human Resource Management from Mansarovar global university .
- 2 :- Strong fundamental knowledge of concepts of Human Resource Management.
- 3 :- Understanding of recruitment, selection, interviewing and onboarding process.
- 4 :- A team player with excellent communication and problem solving skills.
- 5 :- Ability to post new positions, screening resume and scheduling interviews.
- 6 :- Knowledge of HR Administration and payroll management.
- 7 :- Understanding of labour laws and industrial relations.
- 8 :- Strong fundamental knowledge of employee benefits and statutory compliance.
- 9 :- Understanding of performance management and competency mapping.
- 10 :- Knowledge of Human capital management and HR Audit.
- 11 :- Understanding of talent management process.



EDUCATION

Mansarovar global university

2023

MBA (HR)

Mahatma Gandhi Chitrakoot gramodaya vishwavidhyalaya

2019

BSC (CS)

MP board

2013

12th

MP board

2011

10th



EXPERIENCE



SKILLS

Work planning

Sales support

Staff Recruitment and Hiring

Proactive and Focused

Team Building Leadership

Willing to Learn

Business Relationship Management

Customer service

Excellent Communication

Team Relationship

Operational Reporting



ACHIEVEMENTS & AWARDS

Negotiated with vendors, saving money annually.

Development relationships with number new clients and typically exceeded sales goals by number.

Led team to achieve result, earning recognition from upper management and financial reward.

Promoted from team member to trainer in less than 12-months

Exceeded sales goals

Consistently maintained high customer satisfaction ratings



LANGUAGES

Hindi

English

Altruist technologies Pvt Ltd

June- 2022 - Current

Relationship manager

- # Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- # Trained and motivated team members to strengthen customer service strategies and boost satisfaction levels.
- # Explained benefits and advantages of different product and service offerings to customers.
- # Handled customer billing errors by researching issue in system and asking detailed questions.
- # Updated account information after customer calls and noted client concerns and issue.
- # Consulted with customers regarding needs and addressed concerns.

Teleperformance

Jan-2021 - May-2022

Seller support executive

- # Understood and followed oral and written directions.
- # Resolved customer complaints regarding sales and service.
- # Greeted and assisted customers to foster positive experiences.
- # Worked with channel partners to close business based on customers purchasing requirements.
- # Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
- # Identified customer needs by asking question and advising on best solutions.
- # Use questioning and listening skills that support effective telephone communication.
- # Understand the impact of attitude in handling calls professionally effectively dealing with job stress. Angry callers and upset customers use the most appropriate way to communicate with different behaviour types on the telephone.
- # Accomplished having good attendance and also having the exact amount of hours in order to convert over to a permanent agent.
- # Acted professionally and patiently when addressing negative customer feedback.
- # Help the customer with the problem they are experiencing like phone lines are down or when their internet cannot surf, and complete seller profile and help in the list the product.

Valet group Pvt Ltd

March -2018 - May -2020

Manager of operations

- # monitor staff performance and addressed issue.
- # Recruited and hired qualified candidates to fill open positions.
- # Trained employees on additional job positions to maintain coverage of roles.
- # Enhanced team member performance through use of strategic and tactical approaches, motivational coaching and training.
- # Completed through opening, closing, and shift change functions to maintain operational standards each day.
- # Hire employees and train them.
- # maintain payroll.
- # Generate new lead with vendor to enhance business.
- # maintain customer calls and arrange engineer visit on time.
- # Role of cashier .
- # Multitasking work profile 24 hours without a single leave.

Smart value Pvt ltd

Jan - 2016 - Feb - 2018

Team leader and counselor

Met with client's to understand individual needs and develop personalized counselling plans.

Collaborated to set goals and outline steps to achieve objectives .

Provided individual and group counselling to guide client's in areas of social and emotional needs.

Identified clinical or case management needs to promote quality of care.

Listened to personal stories, asked probing questions and offered knowledgeable advice for different situations.

manage the operation an admin.

Lead and motivate the team.

Solve problems .

Care for health, safety and welfare of your people.

Create own team and help the team to grow and take follow up and gave planning to achieve target and achieved goa trip in response to getting my target and educate the people about healthcare and promote IT education and direct selling.

Dominos pizza

April - 2014 - March - 2016

Trainer

Multitasking work profile.

Attend phone call to take order and also take order at front counter.

Received three times service guru reward money.

Achieved daily target with customer satisfaction.

As an employee of Friedman landscaping spoke with the customer on the call, resolved the issue, received appreciation and two letters of thanks for my compassion .

Achieved 4 promotions and finally became a trainer and played the role of cashier, pizza maker, attending calls and taking feedback in s played as multitasker.



SOFT SKILLS

Customer service

Communication



HARD SKILLS

Knowledge in computer MS-Excel, MS-Window, MS-office and well familiar with internet

Website designing

Create add for hiring



BIRTH DATE

13/04/1996



NATIONALITY

Indian



MARITAL STATUS

Unmarried



HOBBIES



Communicate with people