**RESUME**

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| **NAME: ADITI KISHOR TAKKE**  **COURSE PURSUED: IATA FOUNDATION** |  |

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| **ACADEMIC QUALIFICATION** | | | |
| **Degree** | **University / Institute Name** | **Year** | **Score** |
| IATA Foundation | India International Trade Centre, Mumbai | March 2016 | Passed |
| Bachelor in Commerce  (B.Com) | Sydenham College of Commerce (Mumbai University) | April 2013 | First Class |
| HSC | Bhausaheb Hirey College (Maharashtra Board) | February 2010 | First Class |
| SSC | Sir C.J. High School | March 2008 | Second class |
| **Technical Skills** | Hands on basic computer knowledge including MS- Word, Excel | | |

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| **WORK EXPERIENCE** | | | |
| **Company Name** | **Designation** | **Duration** | **Roles & Responsibilities** |
| A La Concierge Pvt. Ltd. | Asst. Manager (Customer Relationship Management) | 4 years  (Since Sept 2014 till date) | * **Training & supervision:** Training new joinees for their roles & responsibilities and supervise their work & activities at the desks of our partner companies (clients). * **Operations:** Tackling escalated situations between clients & vendors for smooth operations. * **CRM:** Develop and maintain healthy client & vendor relationships and hold regular client servicing meets for the same. * **Marketing & promotion:** Represent the company during the promotional activities held by us at our partner companies like Godrej, J. P. Morgan, HSBC, Novartis etc. and scout potential leads in the industry. * **Industry tracking & Analysis:** Research & scout new potential vendors in the market for gaining competitive edge & new updates in the industry. |

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| **CAREER OBJECTIVE** |
| * Contribute towards the success and growth of the company. * Grow personally and progress professionally by fulfilling New Challenges & Continuous Improvement. * Acquire professional skills and thorough knowledge of the process in the system. * A stickler for quality, team building to the core and a natural motivator with perseverance and integrity. |

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| **PERSONAL INFORMATION** |
| Date of Birth : 6th August, 1992  Gender : Female  Contact No. : +91 8082759484  E-mail : adititakke@gmail.com  Address : 43, Jariwala Chawl, Sane Guruji Marg, Tardeo, Mumbai - 400 034  Marital Status : Unmarried  Languages Known : English, Hindi, spoken Marathi  Personal Strength : Confident, Passionate Learner with Positive Attitude |

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Date:

Place: Mumbai

Signature