

# Uma Thapa

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H. No.08, New Rana Complex, New Naam Charcha Ghar, Babyal, Ambala Cantt, Haryana, Mahesh Nagar, 133001 (IN)

## Summary

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Enthusiastic and ambitious customer service specialist with wide-spread transferable skills in management, sales, and operations. Exceptional ability to connect with people and understand their wants, needs, and desires and delivering legendary service on every interaction.

## Experience

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### Business Development Executive

Reliant Lab • Ambala Cantt, Haryana

01/2020 - 01/2021

- Resolve customer complaints regarding sales and service.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
- Determine price schedules and discount rates.
- Monitor customer preferences to determine focus of sales efforts.
- Direct, coordinate, and review activities in sales and service accounting and recordkeeping, and in receiving and shipping operations.

### Business Development Associates

Unacademy • Ambala Cantt, Haryana

01/2021 - Present

- Resolve customer complaints regarding sales and service.
- Confer with parents or guardians, teachers, administrators, and other professionals to discuss children's progress, resolve behavioural, academic, and other problems, and to determine priorities for students and their resource needs.
- Prepare students for later educational experiences by encouraging them to explore learning opportunities and to persevere with challenging tasks.
- Evaluate students' or individuals' abilities, interests, and personality characteristics using tests, records, interviews, or professional sources.
- Counsel students regarding educational issues, such as course and program selection, class scheduling and registration, school adjustment, truancy, study habits, and career planning.
- Provide students with information on such topics as college degree programs and admission requirements, financial aid opportunities, trade and technical schools, and apprenticeship programs.
- Prepare reports on students and activities as required by administration.
- Attend meetings, educational conferences, and training workshops and serve on committees.

## Skills

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Customer service, Time management, Sales, Communication skills

## Education

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### Munirka, R.K. Puram Sec 5

Government Co-Ed. Senior Secondary School • Munirka, New Delhi

03/2013

### Ambala Cantt

Sanatan Dharma College, Kurukshetra University • Ambala, Haryana

12/2020