**NEHA SHARMA**

**Address: RZ-11A/1**, MAIN PALAM ROAD, INDRA PARK New Delhi - 110045

**Mob:** +918130109959; **E-Mail: nehas\_87@yahoo.com**

**To associate with an innovative and vibrant organization ,that allows me to put my competencies to the best use, to add value to the organization and contributes to my overall growth as an individual.**

**Conspectus**

* An MBA with 3 **years** of experience in managing Branch Operations dealing with various financial products.
* Proficient in end to end recruitments and running successful business operations.
* Experience in developing procedures & service standards for process excellence.
* Competent in assessing & implementing effective CRM solutions with an aim to improve customer satisfaction & customer loyalty, for deepening relationships & referral business.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities with a flexible & detail oriented attitude
* A planner, & implementer with expertise in establishing & managing entire operations with key focus on top line & bottom line profitability by ensuring optimal utilization of resources.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities with a flexible & detail oriented attitude.

**Areas of Expertise**

**Customer Service:-**

**Administration**

Well experienced in major office admin activities and coordination of resources to ensure efficient utilization. Major areas include Office premises maintenance, Vendor Management, Record Management and Procurement.

strategist

**Processes and Customer Relationship Management**

Efficient in performing operational activities while adhering to all procedures and norms.Maximizing customer satisfaction level by on time delivery monitoring customer complaints, providing efficient services. Interfacing with clients to suggest viable product range & cultivating relations to develop new & repeat business

**Career Contour**

**Since May12 till date with Muthoot Fincorp Limited**

**Designation:** Branch In Charge

**RESPOSIBILITIES**

* As a Branch In charge to supervise the branch to ensure quality service to the customers as well driving sales through the Branch.
* Leading, developing and motivating the branch staff.
* To interact with the customers.
* Handling keys for the Strong Room and stock reconciliation.
* To Appraise / Valuation the Gold.
* To handle the cash.
* Preparing **MIS** (Management Information System), **WER** (Weekly Exception Report), **FER (Fortnightly Exception Report), BRS** ( Bank Reconciliation Statement), **MMC** (Monthly Manager's Certificate) and other related statements..
* Monitoring of staff accounts on regular intervals.
* Handling cross sales product.
* Mentoring trainees and new joinees in the branch.

# Achievements

* I had been rewarded in the contest in mobilizing the deposits for the company by achieving blue brick in magic brick contest. (Jan 2014).
* Joined Muthoot as a customer service executive/Joint Custodian in May 2012 and got promotion in July 2014 as a Branch In charge.
* I had been Rewarded in the contest in mobilizing the deposits for the company by achieving yellow brick in contest (Jan 2013). I had shown my presence in marketing the different products of the company for which my efforts were acknowledged.

**Academia**

* **MBA Masters in Business Administration**, from Guru Jambheshwar University (Hisar)
* **B.Com** (Pass) from Delhi University
* **12th** from C.B.S.E (M.C.L S.B.M)
* **10th** from C.B.S.E (S.B.M)

**Personal Dossier**

Date of Birth : 06th Aug 1987

Languages known : English and Hindi

Permanent Address : Rz-11A/1, Main Palam Road, Indra Park, New Delhi-110045

W/o : Mr. Ashish Kumar Shukla

Marital Status : Married