

## Uttara Thaker

**Address:** C/36, Vidhata Apartment, Nr. Sitabag Society, Manav Kalyan Marg,  
Maninagar, Ahmedabad – 380008, **Email ID:** [uttu236@gmail.com](mailto:uttu236@gmail.com)

**Contact No:** 9879473838, 8141114569

---

### Objective

To be associated with an organization which gives me the opportunity to use my skills to better the functioning and contribute to the growth of the organization.

### Work Experience

#### Working with GTPL

**Assistant Manager HR (From Sept 2017 Till Date)**

#### Job Responsibility:

- ❖ Recruiting for all group of company (GTPL Hathway Ltd, GTPL Broadband Pvt Ltd, Gujarat Television Pvt. Ltd)
- ❖ Employee Relations
- ❖ Employee services and counseling
- ❖ Conducting Exit Interview
- ❖ Branch HR Operations
  1. Recruitment
  2. Attendance management
  3. ESIC & PF Entry
  4. Appointment letter, ID Card, PIP ,
  5. Exit Formality
- ❖ Asset Management

**Sales Co-ordinator (From September 2015 – August 2017)**

#### Job Responsibility :

- ❖ Coordination with the sales team for release order, filing important documents and communicating relevant information
- ❖ Coordination with the sales team for release order, filing important documents and communicating relevant information
- ❖ Agency Coordination for Advertisement telecasting (Receiving Release Order, Receiving Material for advt, Rescheduling)
- ❖ Respond to complaints from customers and give after-sales support when requested
- ❖ Handle the processing of all orders with accuracy and timeliness
- ❖ Inform clients of unforeseen delays or problems
- ❖ Branch Co-ordination and Communication regarding Release orders)
- ❖ Live telecasting Co-ordination (Non technical)

**Worked with Havoc Consultants Pvt. Ltd. as a Sr. Consultant (From April 2010 to November 2013)**

**Job Responsibility :**

- ❖ Understand the requirement of clients and searching C.V. from different modes i.e. job portals, references.
- ❖ Screening the Resume by matching them with client requirement
- ❖ Recruiting candidates for different assignment
- ❖ Client interaction

**Worked with Dhruv Counseling service as a Sr. Consultant (From June 2009 to Oct 2009)**

**Job Responsibility :**

- ❖ Understand the requirement of clients and searching C.V. from different modes i.e. job portals, references.
- ❖ Screening the Resume by matching them with client requirement
- ❖ Recruiting candidates for different assignment
- ❖ Maintaining active databank

**Worked as a Consultant with Canary. Ahmedabad (From May 2006 to April 2009)**

**Job Responsibility :**

- ❖ Understand the requirement of clients and searching C.V. from different modes i.e. job portals, references.
- ❖ Screening the Resume by matching them with client requirement
- ❖ Recruiting candidates for different assignments.
- ❖ Maintaining the active databank of the candidates.
- ❖ **Admin work :** House keeping, Attendance Register Management , Day to day operation

**Worked with Reliance Communication Ltd (WWE) as a Customer service Executive (From Jan 05 to Nov 05)**

**Job Responsibility :**

- ❖ Handling walk-in customer's quires, requests & complaints.
- ❖ Responsible for escalating all trouble some issues to Head Office and getting it resolved.
- ❖ Giving Resolution of Billing Problems
- ❖ Interacting with ZE/ town office regarding any pending Issue related to customer Query
- ❖ Retention of existing customer
- ❖ Selling RIM, Land line ( POSTPAID, PREPAID)
- ❖ Activation of new Connection
- ❖ Cheque/ cash Bill Payment

- ❖ Daily Mail Management
- ❖ Daily MIS Preparation
- ❖ Coordinating with Sales team

**Worked with LG Service Center (Authorized Service Center for CDMA Handset) as Customer service Executive From Feb 2003 to Oct 2004**

**Job Responsibility :**

- Handling walk-in customer's queries, requests & complaints.
- Giving Solution of Non- Technical Problems
- Handling Cash
- Responsible for Stock availability
- Placing the order as per Requirement
- Preparing Bill of Parts
- Sending Parts for Replacements

**Siddhivinayak Astrology Services (Ganesha Speaks)**

**Designation:** Content Recorder (freelancer)

**Duration:** July 2006 to August 2008

**Job Responsibility:**

- Lending voice for recording content for daily, weekly, monthly and yearly astrological predictions.
- Recording in Hindi and Gujarati Languages on regular basis.
- Editing of the recorded data with background music addition.

**Professional Qualification**

P.G. Diploma in IRPM (Industrial Relation and Personnel Management) 2002

Diploma in Banking 2006

Diploma in Import Export – 2011

**Academic Qualification**

**B. Com. – C.C.Seth College (Navgujarat College ) 1999**

Gujarat University  
With Major Subjects Accounts secured **59 %**

**H.S.C. (Com.)– Divan Ballubhai Madhyamik School , Ahmedabad**

Gujarat Board 1996  
➤ Secured **68 %**

**S. S.C. – Divan Ballubhai Madhyamik School, Ahmedabad**

Gujarat Board,  
➤ Secured **69 %**

1994

### Computer Proficiency

- MS Office
- Internet

### Personnel Details

**Sex** : Female

**Date of Birth** : 23<sup>rd</sup> June 1979

**Marital Status** : Single

**Languages Known** : English, Hindi Gujarati

### Declaration

I hereby confirm that the information provided by me is true to the best of my knowledge and belief.

Date:

Place