



PROFILE

I am a committed, friendly and hardworking Customer Service Advisor with a passion for providing excellent customer service at all times. In my current role, I have resolved more than 150 issues, always having the needs of the customers and the reputation of the organisation at heart. I have dealt with customers' enquiries and complaints face-to-face, over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organisation that I work for.

Contact
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HOBBIES

WATCHING T.V
Traveling
Music – Listening.
Computer.

NAMRATA SHARMA.

ADMIN , ESTIMATE AND PURCHASE DEPARTMENT.

B.SC IN PHYSICS.

March 2019

AHMEDABAD, GUJARAT.

R.G shah science collage

Achieved B grade in Physics subject. Got 50% in overall average score. PGDB

BANKING IN FEBRUARY 2017. NIIT BANKING FROM AHMEDABAD.

Having a computer knowledge. Study the Finacle (banking software) / masters in tally / Busy software. Achieved 62% score in NIIT IN BANKING.

WORK EXPERIENCE

HYDRO PNEUMATIC EQUIPMENT.

ADMIN / QUOTATION DEPARTMENT AND PURCHASE EXECUTIVE.
AHMEDABAD.

January FROM 2018- TILL

TODAY (3 YRS – 10 MONTHS)

- Trained and supervised 2 new employees, ensuring they maintain fastidious attention to detail.
Forecasted losses and earnings using quantitative/qualitative analyses to a high degree of accuracy.
Adhered to departmental controls and regulations maintain ethical conduct at all times.
- Maintain proper documentation following preset guidelines established by compliance and management.
- Handling customers and solving their queries, Guiding them for best product. Making invoices and billing.

SKILLS

- Knowledge of Finacle, Masters in tally erp.9 and all Microsoft Office Applications.
- Excellent communication skills, and ability to present complex information in an easy to understand format.
- Excellent problem solving, critical thinking..
- Profound ability to work in a fast-paced environment.