**Resume - Aruna Parmar**

**Mobile no**. : 9712973704 **Email Id**. : [aruna.parmar104@gmail.com](mailto:aruna.parmar104@gmail.com)

**Summary & Objectives**

I have vast 10.5 years of handful of experience in BPO, Banking, Beauty and Wellness Industry. I am looking forward to commensurate my career with my adequate experience where I can leverage my abilities, Interest and knowledge in to professionalism to meet the organizational target and to meet the challenges of a competitive environment successfully.

To work for an enterprising and dynamic organization, that provides an outlet for my creative talent, leadership and interpersonal skills.

**Strengths**

• Capability to handle Multi task and Diligent Team management.

• Honest, Committed, Confident, Flexible and Focused.

• Good negotiation and communication skill.

• Result Oriented and willing to accept new challenges.

• Ability to think out of the box toward Organizational Development.

**Work Experience**

* **June 2021 to Present – Salon Head**

**Lakme Lever Pvt. Ltd.**

Reporting to the Area Business Manager.

Responsible to handle outlet with day to day activities.

Responsible for Target Achievement, Customer service, staff management, Staff

Recruitment, Team meetings, Inventory, Cash management and Staff training.

Keeping and managing adequate records in the system.

Promotional activities through messages and calls.

* **September 2020 to June 2021 - Process Associate (Mortgage Loan)**

**Ascendum KPS Pvt. Ltd.:**

Reporting to TL

My job there is to check all documents, verify them and process loan file.

* **May 2014 to January 2020 - Business Manager**

**Enrich hair and skin solutions Pvt. Ltd.:**

Reporting to the Cluster Manager.

Responsible to handle outlet with day to day activities.

Responsible for Target Achievement, Customer service, staff management, Team

meetings, Inventory, Cash management.

Keeping and managing adequate records in the system.

Promotional activities through messages and calls.

* **January 2013 to April 2014 - Store In-charge**

**Ganga Spa.:**

Reporting to the Owner.

Responsible to manage team, customers, Sales, Billing and stock,

Responsible to handle outlet with day to day activities, all back office and

operations work.

Inventory management, monthly and weekly stock audit.

Responsible for the cash counter and target achievement.

Responsible for staff management, Staff recruitment, Team meetings and training.

* **November 2011 to December 2012 - Jr. Officer**

**HDFC Bank Ltd. (ADFC Pvt. Ltd. ) :**

Reporting to the Sales Manager.

Generating business by convincing clients through the products knowledge.

Maintain excellent customer relation and satisfaction for the products.

Customer complaint handling and up to bringing right solution.

* **January 2010 to October 2011 - Customer Service representative**

**Azure knowledge Center:**

Reporting to the Team leader.

Customer complaint handling and up to bringing right solution.

Provide best customer service.

**Educational Qualification**

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| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Month-Year** | **Percentages** |
| **B. Com** | Guj. Uni. | Apr’07 | 49% |
| **CCC** | B.A.O.U. | Jun’06 | 64% |
| **H.S.C** | G.S.H.S.E.B | Jun’04 | 50% |
| **S.S.C** | G.S.H.E.B | Mar’01 | 86% |

**Personal Details**

**DOB:** 10th Apr’1986**.**

**Address:** AS 20, Jain shashan nagar vibhag – 1, Nr. Parul pushpak flats, Umiya

Vijay, Nr. Shivranjini cross road, Ahmedabad – 380015**.**

**Marital Status:** Unmarried.

**Language Known:** English, Hindi, Gujarati.

**References:** Can be furnished upon request.

I hereby agree that all the aforementioned details are correct and if any discrepancies found therein may be taken as a cause for the cancellation of my candidature.

**Sincerely,**

**(Aruna Parmar)**