

- MANITA KUMARI

Saraswati Kunj Sector 54 (Gurgaon)

Pin code – 122002

Phone: +91 - 8814824114,

E-Mail: manimahendia121@gmail.com

PROFESSIONAL EXPERIENCE: Total 9.6 + Years

COMPANY : Himgiri Hyundai Gurugram

DESIGNATION : Customer Relationship Management (C.R.M)

PERIOD OF EMPLOYMENT : March 2022 to Till Date

Job Responsibilities - Understand customer queries, quickly solution, control complaints, Team Reporting Enhance Company rating and score.

Digital leads handling, booking and conversion reports, Customer queries & complaints.

Attend customers with warm greetings, Capture customer details, and data calls/test drive, Manage Stationery and beverages stock

PROFESSIONAL EXPERIENCE: Nov"2020 to Feb"2022

COMPANY : Landmark jeep Ltd (Gurgaon)

DESIGNATION : Customer Relationship Management (C.R.M)

Job Responsibilities - Understand customer queries, quickly solution, control complaints, Team Reporting Enhance Company rating and score.

Jan"2019 to Nov"2020

COMPANY : Dewan Four Wheels Mahindra

DESIGNATION : Asst.Customer Care Manager Profile

Job Responsibilities: Digital leads handling, booking and conversion reports, Customer queries & complaints.

Jan" 2016 to Dec"2019

COMPANY : Triumph Hyundai in Manesar

DESIGNATION : Customer care Executive – Admin

Dec"2014 to Aug"2015

COMPANY : Aggressive digital System Pvt.Ltd

DESIGNATION : Final Inspection

ACHIEVEMENTS:

- Received appreciation for good office management.
- Received appreciation best Target achievement.

EDUCATIONAL QUALIFICATIONS:

- 10th Passed from HBSE Board (Year-2007)
- 12th Passed from HBSE Board (Year 2009)
- Three year Diploma in Electronics and communication Engg. From Govt. Polytechnic, Manesar in 2012.
- BA Passed from MDU Rohtak University (Year 2017)

COMPUTER KNOWLEDGE:

- Windows, MS Office (Word, Excel, Outlook)

PERSONAL DATA

Father's Name: Satish Kumar

Date of Birth: 18th Jan 1991

Marital Status: Unmarried

Gender: Female

Nationality: Indian

Languages: English, Hindi

HOBBIES

Music, Travelling and Adventure.

Date:

Place: Gurgaon

