



OBJECTIVE

Looking forward to work in an Organization which offers me maximum practical exposure by challenging my abilities and to make me work fullest at my potential and helps in making my career opportunities.

EDUCATION

Master's in Business Administration

Sikkim Manipal University, New Delhi
2014-2016

Bachelor's in Business Administration

Bharati Vidyapeeth University, New Delhi
2011 - 2014

12th From CBSE

Happy model school , Janakpuri, New Delhi
2010-2011

10th From CBSE

Mira model school , Janakpuri, New Delhi
2008-2009

SKILLS

- Basic knowledge of MS Office
- Good Typing Speed
- Computer Knowledge
- Client Records Management
- Communication Skills
- Document Handling and Maintenance

EXPERIENCE

Client Support Executive

ProntoSys Technologies - Gurugram | Mar 2024 - Present

- Handling client inquiries via email and chat.
- Giving prompt answers to client queries by conducting Google meets.
- Develop & maintaining good relationship addressing concerns of client by collaborating with internal team to deliver solutions.

Customer Relationship Executive

TATA MOTORS (Zedex Mobility) - Gurugram | Apr 2023 - Jan 2024

- Conducted booking confirmation calls and emails to customers.
- Maintained Zedex customer groups and managed customer relations..
- Responded to and resolved customer queries via email and phone.

Operation Executive

PARAS ENTERPRISES, New Delhi | Jul 2019 - OCT 2020

- Created quotations and proforma invoices for heat shrinkable tubing and related products, handling customer queries via email and phone.
- Maintained customer relationships, provided pricing and discount information, and distributed product samples.
- Managed daily operational data on Excel, ensuring timely email responses to clients using Outlook.

Office Assistant

Help Finance Limited, New Delhi | Sept 2018 - Feb 2019

- Maintained client records for maturity payments and monthly interest schemes, ensuring accuracy and timely updates.
- Handled customer service issues, incoming calls, and communications promptly and professionally.
- Managed paperwork, document maintenance, word processing tasks, and recorded necessary information.