**APOORVA GUPTA**

Dal Bazar

Gwalior ( M.P.)

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| **Professional Synopsis** |

* A dynamic professional with 1.7 years of experience in HR cum Admin Manager broadly in conducting initial round of interview and look out related to admin work.
* A dynamic professional with 5.2 years of experience in Customer Feedback broadly in complaints, requests and feedback after providing service.
* Expertise in handling customer queries, complaints and feedback request.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving and organizational ability. Possess flexible and details orientated attitude.

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| **Organizational experience** |

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| **Nidhii Industries Pvt. Ltd., Gwalior as a HR cum Admin Manager**  **From Oct-2016 to May 2018** |

Managing or leading of office staff and Technical team

* + Maintaining the attendance of Gwalior staff employees as well as onsite engineers.
  + To short list the resumes and conducting initial round of interview at Gwalior office..
  + Handling the technical staff tours and maintaining in Excel sheet and forward the same to accounts department to know technical staff tours.
  + Receive the tour claim sheet by the outsiders on site engineers and same hand over to concerned department for settle their tour claim which they have send to Gwalior office.
  + Align the engineers on site to rectify the complaint whenever receive any types of complaints related to products which provided to client by the company.
  + To review the roles and responsibility of all staff and handling their joining and exiting responsibilities and maintain the records.
  + Maintaining the cashbook on daily basis and the same check by higher authorities
  + Renew the Identity Card of all employees on yearly basis.
  + Maintain the health insurance details of all employee which provide by the company to them & Renew the Health Insurance Group policy on yearly basis.
  + Managing & handling the work related to project which provided by higher management for making the quotations as requirement of client and share the same with them.
  + Prepare the Excel sheets of Technical specification of the product which mentioned in the project.
  + Coordinate with different different companies sales department head to receive the Solutions and technical specifications with price for the product as per client requirement.
  + Prepare the Purchase order with terms and condition for purchasing the product and same forward to the company or dealer .
  + Assist to other department like store, to maintain the all details in Excel sheet of all products which they have in their store department and maininting the material inverting and dispatching details.
  + Maintaining the challan book of the material dispatching to the companies for repairing or replacement purpose.

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| **ShriramGeneral Insurance Co Ltd, Jaipur as a Customer Service Manager**  **From 2010 to 2015** |

Managing or leading a team of customer services staff

* + To remain as basic point of contact for customers with queries, complaints, feedback requests
  + Ensuring timely and professional responses to all complaints, requests and queries received
* [Research](http://www.jobawareness.com/cellsresearch-technician.asp) and compilation of answers for informational requests from customers.
* Proper recording and scrutiny of the complaints received.
  + Maintain and develop customer relationships.
  + Preparing reports on the activities of the Customer Feedback Departments desired by the management.
  + Efficient dealing of complaints to completion and enabling satisfaction of customer.
  + Rendering useful administrative support to other members of the team.
  + To manage the data of claim settlement per month.
  + Auditing on claim files as per customer and resolve the issue as soon as as possible.
  + Efficient contacting with all the branch offices for customer complain.
  + Contacting with the different different department as per the customer query.

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| **Project Undertaken** |

* Medical Storage Management (Major Project).
* ATM (Minor Project)

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| **Professional Qualification** |

* Successfully completed MBA from Sikkim Manipal University in Human Resource Management in 2013.

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| **Academic Qualification** |

* Passed Bachelor in Computer Application from MCRPV University, Bhopal in the year 2009.
* Passed Senior Secondary Examination from MP Board in the year 2006.
* Passed Secondary Examination from MP Board n the year 2004.

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| **Other Qualification** |

* Expertise in Computers
* Completed a certification in DTP from Websoft Institute.
* Completed a certification in MS Office from Swami Vivekanand Computer Training Institute.

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| **Software Proficiency** |

* Language : VB .Net, C++
* Operating System : Windows 98, XP, 2000 & 7
* DTP : Corel Draw & Photoshop

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| **Competencies** |

* Optimistic, dedicated& enthusiastic.
* Willing to learn & ability to work as a part of team
* Fast learner. Adapt well to changes and pressures in workplace.
* Good presentation skills.
* Work effectively with diverse groups of people.
* Friendly with an upbeat attitude.
* Committed to deadlines and schedules.

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| **Personal Details** |

Father Name : Mr.S K Gupta

Mother Name : Mrs.Rani Gupta

Date of Birth : 06-Apr-1988

Marital Status : Single

Nationality : Indian

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| **Declaration** |

I hereby declare that the information furnished above is true the best of my knowledge.

(Apoorva Gupta)