# SUMMARY

# Results-driven professional with extensive experience in the automobile industry, skilled in troubleshooting, customer care, and optimizing operations. Adept at resolving customer issues promptly, ensuring high satisfaction, and building long-term relationships. Committed to enhancing productivity and contributing to organizational success through effective communication and streamlined processes.

# EDUCATION

* Intermediate passed from NIOS Board in 2019
* **Institute of Management and Research**

Bachelor of Commerce, Affiliated to CCSU Meerut in 2022

# Work Experience

 **Current Working**:

* Currently serving as a Customer Relationship Executive (CRE) at SNV Automobiles, Ghaziabad.
* **Responsibilities:**

1. Maintain Tat time of hyper local leads
2. CDI Calling
3. Fastag
4. PSF/PBF
5. Booking and Delivery mail
6. Skilled in DMS and VAHAN updates for seamless RTO compliance.

 **Previous Experience**:

* One year experience at Regent Auto links Ghaziabad as a Digital Desk executive
* **Responsibilities:**

1. Maintain Tat time of hyper local leads.

2. Sprinkler updates

3. PSF/PBF

4. Customer feedback at the time of delivery

* Six month experience at T.R. Sawhney Motors Private Limited Nexa Ghaziabad as a CRE
* **Responsibilities:**

1. Maintain Tat time of hyper local leads.
2. Handle Carwale, Cardekho, Justdial.
3. PSF/PBF
4. Booking and Delivery mail
5. Customer feedback at the time of delivery.

# SKILLS

 **Basic Computer Knowledge**: Proficient in operating computer systems, troubleshooting, and using common office software.

 **Basic Microsoft Excel**: Skilled in data entry, creating basic reports, using formulas, and working with charts.

# HOBBIES

 Reading books

 Playing badminton

 Watching movies

 listening to music

 Travelling

 Cooking

#  PERSONAL INFORMATION

**Father’s Name :** Mr. Kanti Prasad Tyagi

**Date of Birth :** 10-June-1999

**Language :** English & Hindi

**Martial Status :** Unmarried

**Nationality :** Indian

# Declaration

I declare that the information mentioned above is accurate, truthful, and complete to the best of my knowledge and belief.

Place: Ghaziabad Shivani Tyagi