



# Shuruti Gupta

Operation Executive

## Details

### Address

DELHI  
India

### Phone

9717746109

### Email

shrutigupta0305@gmail.com

## Links

Linkedin

## Skills

### Communication Skills



### E-mail Composition



### Microsoft Office Applications: Excel, Power Point and Outlook etc.



### Client Acquisition



### Customer Escalation Management



### Invoicing



## Hobbies

Dance

Art and Craft

Listening Music


## Languages

## Profile

Highly organized and detail oriented professional with two years of experience in operations management and administration. Adept communicator and multitasker with proven ability to help multiple customers at a given point in time. I excel at meeting deadlines, exceeding expectations and working with a wide variety of people.


## Employment History

### Front Desk Officer, HDFC Ltd.

Oct 2021 – Jul 2023  Gurgaon

1. Appraisal - Assess Credit worthiness and the ability of the customer to repay back the loan in future.
2. Interaction & Loan Counseling - Meeting & interacting with customers, identifying the specific needs of the customer and suggesting optimal solutions. It also includes managing objections of the customers.
3. Documentation - Collecting & Checking the Documents (Eg. credit, loan agreements, application form, guarantee forms) ( Legal consequences)
4. Loan Processing / Disbursement Process - Entire sequence of steps, from the time a loan application is received (or a loan offer is accepted) to the time loan is closed, the loan proceeds are disbursed.
5. Manage and administer day-to-day function are - part-payment or full closure, disbursement, retaining customer and assisting them in balance transfer cases, releasing the original documents , original document verification, subsequent Disbursement, account transaction related query.
6. Business Development - Enhancing business from existing corporate, establishing new arrangements with corporate / developers for generating business for HDFC Ltd.
7. Relationship Management-
  - With customer - transaction oriented/relationship oriented to generate more business
  - Managing relations within the organization / with the channel partners

### Marketing Associate, LIDO Learning

Jun 2021 – Aug 2021  Noida

1. Identify and develop strategic relationships with potential customers
2. Assist in the development of a strong pipeline of new customers through direct or indirect customer contact and prospecting
3. Talk time for 5 hours was mandatory per day
4. Maintaining strong follow-ups and regular feedback calls
5. To deal efficiently and politely with all telephone, email, internet inquiries.
6. To ensure that all sales bookings are recorded following established procedures with full and clear information and that they are inputted accurately and promptly onto the system.

English



Hindi



7. To liaise with clients and customers to coordinate whilst building rapport and creating professional relationships.

8. To exercise effective listening to capture relevant information

9. To create daily floor sheets detailing bookings for the sales department.

## Operation Executive, MIMO Technologies Private Limited

Jul 2018 – Jan 2019   📍 Noida

1. Managing 15+ medium and large NBFC/BANKS/FinTech's clients.
2. Team Management to ensure the smooth running of daily operations. Working closely with IT, Operations, and Finance team.
3. Acting as the main point of contact between Key clients and ground teams(field).
4. Creating the SOP's as per the client requirements & delivering results as per the agreed SLAs.
5. Ensuring the resolution of client escalations and optimizing daily issues and queries by the clients to maintain smooth and revenue-oriented results.
6. Focusing on existing client relationship management.
7. Ensuring the timely and quality delivery of deliverables as per client's SOP's.
8. Gather reports of execution and communicate clients' feedback on services, technology and quality of reports.
9. Mentored, trained, and on-boarded junior account managers, as per project requirements.
10. Developing documentation, training, admin monitoring, reporting, quality control and technical aspects of each new business process.
11. Product updates as per industry requirements.
12. Developing and implementing IT changes management framework-based business growth requirements.
13. Ensuring completion of sales and account management target as per the timelines.
14. Generating & maintaining invoices at the end of every month of all the clients.
15. Solving billing/payment related queries raised by the ground FE's or by the clients. Maintaining MIS-tracker (Live Excel) records on a real-time basis.
16. 16,000 transactions were conducted for Background Verification.
17. 1,50,000 transactions milestone achieved in 1 month for Skill Connect Data Collection Project.
18. Raised highest invoice of Rs.27 lakh among all the BGV clients.

## Education

### Ideal Institute of Management & Technology , B.B.A.

Jun 2015 – May 2018   📍 DELHI

Bachelor of Business Administration' Student from 'Ideal Institute of Management & Technology' (GGSIPU) secured 6.9 CGPA

### Bal Mandir Sr. Sec. School (C.B.S.E Board), 12th

Apr 2014 – May 2015   📍 DELHI

Completed 12th standard in 2015 from CBSE Board and secured 70%.

### Bal Mandir Sr. Sec. School (C.B.S.E Board), 10th

Apr 2012 – May 2013   📍 DELHI

Completed 10th standard in 2015 from CBSE Board and secured 8 CGPA.

## Internships

### Sharekhan Corporation

Jun 2017 – Jul 2017   📍 DELHI

Only theoretical Knowledge of equity share market and mutual funds.

It was all about financial literacy and the utilization of such knowledge in the real world.

Insights into the world of financing, graphs and numbers.

### A Plus Digital Solutions

Jan 2021 – Apr 2023   📍 DELHI

Checking for updates on the GeM portal daily.

Tracking and making payments to clients. Participating in the bids on behalf of the firm.

Preparing invoices using Tally/Busy and Excel and uploading them when required.

Updating and uploading the products on the GeM portal. Managing and keeping a record of all the sales and purchases of the firm.

Maintaining the ledger and assisting in filing returns. Coordinating regularly with the team for any other requirements.