

AASTHA SAXENA

Chef | Customer Support Associate | Senior Process Executive | Trainer | Motivational Speaker

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Resume Objective

Quest for public relations, flair for training and development, passion for customer service and the determination to face new challenges have made all the below possible. I have a bachelor's degree in Catering Technology, Art of Cooking from Culinary Academy of India, Hyderabad. I have 5 total years of work experience and 3 years in Customer and Client Support. My other expertise include Motivational Training, People Management, Client & Business Engagement. Carry expertise in team building, PR, written & verbal communication.

Experience

COGNIZANT- Senior Executive Process B2B September 2021 to December 2022

- Coordinate and support Back Office Team
- Handle various concepts in Sysco to ensure customer satisfaction, check customer orders, their need for food products & related items. In case the ordered item is not in stock then I suggest alternative product substitute and send for approval.
- Handle Arrow stream site within Sysco, dealing in customer's concerns.
- Study & take action on those cases as per the concern.
- I was offered to conduct in-house training sessions for the same process to new joiners as I was an expert in the subject matter.
- I was promoted to work in Sales force to handle Sysco client needs because of my 100% customer satisfaction track record.
- Deal with Business Clients in 5 concepts at different locations.
- Constantly check and update the inventory/quantity ordered.
- Cross check & coordinate with different departments/teams for the products/items ordered by the clients as per their locations/sites. In case the order placed by the clients are not in the inventory, I look for a substitute and send for approval. I also order items on behalf of clients based on their requirement.
- Investigate on tickets raised by clients and take action as needed. I ensure that all issues are resolved at the earliest in the best manner, and close the ticket ones resolved.
- Optimize networking opportunities and monitor progress of sales, use organizational skills to maintain a variety of strategic engagement tools, respond in a timely manner to queries; organize regular stakeholder meetings to keep activities and communications relevant.

SKILLS

Professional
Skills Customer
Support
Learning Quality
Data Improvement
Entry Analysis
Willingness to learn
Genuine passion for
work
Organizational
Skills
Ability to
skillfully
multitask
Creativity

Time Management

Teamwork

Leadership Integrity

Effective

Performance Under

Pressure

Communication

Skills

Flexibility &

Adaptability

Problem Solving

Strong Work Ethic

Strong Public

Relations

AMAZON DEVELOPMENT CENTER

Retail Customer Support Executive Nov 2017 – Nov 2019

- 2 years of experience in Retail Customer Support for Australia, North America & Indian Customers (Non-Voice & Voice). This was the Pilot Batch initiated for AU clients.
- Created excellent reputation for resolving issues, improving customer satisfaction, driving the overall operational improvements.
- My strength has been internal customers i.e, internal employees, by helping them in resolving the customer issues as well as customers via direct interaction on escalations through research and understanding their requirement, backed by training in Cross Skills, Gift Cards, Promotions & Marketing Issues.
- In addition, I was made a part of Global Command Center in back office handling site work & making calls.
- I was responsible for strengthening the brand's relationship with stakeholders achieving goals by building a customer-oriented company.
- Interact and coordinate with multiple internal city/regional teams to drive client deliverables.
- Work with the management team to help improve processes.

COMPETENCY

Client service

Teamwork and

Cooperation

Integrity

Initiative

Judgment

Effective

interpersonal

skills

Work best under strict
deadlines

ARENA INFRA DEVELOPERS:

Client Experience & Marketing Head Dec 2019- Nov 2020

- Collect and disseminate actionable market intelligence among the team through regular interaction with clients and developers.
- Support Business Development team with proposals/opportunities with various clients.
- Ensure client service delivery and engagement through calls, meetings, presentations, follow up, timely submission of deliverables.
- Understand the market in-depth and update projects on a regular basis. Maintain network of operational contacts with local, national and international clients, stakeholders, service providers, suppliers, organizations and agencies.
- Coordinate meetings, events, schedules/travels other related job duties.
- Responsible to provide advice and information to internal and external clients, support practices and procedures pertaining to various types of requests and recommends changes on procedures and practices to improve effectiveness, efficiency and cost-effectiveness to the management.
- Create draft correspondence, reports, letters and documents in accordance with company's project requirement.

ABILITIES

Ability to analyze
and evaluate
information,
focusing on quality
and details
Ability to plan,
control and organize
day-to-day tasks and
deliverables

SHANGRI-LA, BENGALURU Commi Chef - 5 Star Hospitality experience (July 2015-Dec 2016)

- Specialized in All Dining & Mediterranean Cuisine.
- Managed live counters hot & cold kitchen on important occasions & events.
- Experienced in handling National & International Delegates, Celebrities & officials from Corporate Companies.
- Head the charge of hosting guests, managing their entire itinerary during the launch event of the Hotel.

KNOWLEDGE

Knowledge of
general office and
administrative
procedures
Computer
Software Skills,
including Outlook,
Microsoft Excel
and Word, Google
spreadsheet Great
with drafting
letters and articles,
content writing PR
& guest
management

LANGUAGES

Hindi
Telugu
English

HOBBIES

Traveling
Cooking &
Mixology
Fitness &
Exercising
Trekking
Dance & Music

PARK HYATT, HYDERABAD Commi Chef - July 2014 - Dec 2014

- Responsible for heading the hot & cold kitchen.
- Lead a team in live kitchen, train them in handling guests at live station.
- Understand customer requirements, offer client's expectation with perfection.
- Responsible for maintaining the decorum & quality checks of the hotel.

TAJ KRISHNA, HYDERABAD Chef : Dec 2012 - April 2013

- I started my career as a Chef at Taj Krishna, learnt different types of cuisines, cooking methods and plating.
- Handled guests and kitchen in culinary and cooking departments.

Education

SSC from Narayana Concept School, Hyderabad. **March 2009**

Board of Intermediate CMTES Vocational College Hyderabad. **March 2011**

Bachelor of Catering Technology, Art of Cooking from Culinary Academy of India, Hyderabad. **May 2014**

Achievements & Recognition

Received compliments and appreciation from Sysco Vice president/ Corporate Officer Mr. Ayush Bhatnagar for providing best services to Sysco Clients and always available to accept any task and resolving before the deadline.

Customer Delight Award on multiple occasions for providing exceptional Customer Service.

Received compliments for providing top offline service.

1st prize in western dance competition in Association of Catering Professionals.

1st prize in Table setup competition in Association of Catering Professionals.

Internship : Dec 2012 - April 2013

Training Internship from Taj Krishna, Hyderabad in Pastry & Confectionary, Bulk Cooking, Indian Cooking, Salad Section & All Dining (Italian), Plate Presentations & Plating Trends. Trained by Senior Level Managers/Executive Chefs to multitask, manage time & work under pressure.

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