



## **Himani Gupta**

C-160, 4<sup>th</sup> floor, Lajpat Nagar-II  
New Delhi - 110024

Contact: 9811934882

E-mail: [heenu1403@gmail.com](mailto:heenu1403@gmail.com)

---

---

### **OBJECTIVE**

To achieve stable position in a friendly and challenging environment where I utilize my skills and productive personality. I am confident that I will definitely strive and do my best in the open work culture, which your organization is known for. I hereby declare that the information furnished below is true to the best of my knowledge.

### **WORK EXPERIENCE**

#### **IRIS Business Services Private Limited**

(January 2021 till Now)

Job Title: **Customer Engagement Manager**

##### *Responsibilities:*

- Communicating with Clients via call, chat and personal meetings.
- Handling customer base from Germany, Italy and Austria markets.
- Coordinating with BD team, technical team, finance team etc.
- Handling approximately 55-60 accounts/customers on my own.
- In touch with the clients on regular basis.
- Dealing in sales of ESEF Mandate Product in European Market.
- Maintaining the Issuer's list in Excel and in CRM also.
- Coordinating with Investors, Banks and CFO's.
- Coordinating with BD team, technical team, finance team etc.

#### **Hindustan Powers Private Limited**

(January 2019 till August 2020)

Job Title: **Senior Officer Customer Engagement – Business Development**

##### *Responsibilities:*

- Dealing in sales of International Solar Power Plant.
- Searching EPC contractors, European Law Firms, Roof Owners for Business Development.
- Communicating with city office and municipality via call, chat and personal meetings.
- Creating invoices and processing payment for German Clients. Also translating Legal Documents (Lease Agreements, Contracts, and Transfer Agreements etc.) if required.
- Coordinating with Investors, Banks and Internal Lawyers.
- Maintaining the Client's list in Excel and in CRM also.
- Coordinating with BD team, technical team, finance team etc.

**Innodata Private Limited, Noida**

(March 2016 – January 2019)

Job Title: **Copy Editor/SME**

*Responsibilities:*

- Maintaining Daily Status Report, Team leading, Allocating work on daily basis to other team members.
- Creating invoices and processing payment for German Clients.
- Dealing in Sales and other marketing processes if required within the Team.
- Editing in the German Law Loose leafs according to the updated changes that have been made in the German Law.
- Inserting text, Proof QC, Quality Check of Copy Editing, Proof Reading.

**Amazon.de, Bangalore**

(June 2015 – February 2016)

Job Title: **Customer Service Catalog Associate**

*Responsibilities:*

- Correcting live errors on the CatalogPage.
- Contacting FC's/Warehouse to know about the details of the Product, solving their issues.
- Contacting Vendors via Email/calls to take all the updates about the Product.

**Xchanging Private Limited, Gurugram**

(April 2013 – August 2014)

Job Title: **German Process Associate**

*Responsibilities:*

- Manual Input in Online System when STP (Settlement Trade Processing) instruction gets rejected.
- Communicating with Middle Office for correct Standard Settlement Instructions (SSI's)
- Creating SWIFT messages as per the SSI.
- Blocking and releasing shares as per the Holding.
- Communicating the movement of securities to the Custodian and Middle Office.
- Handling MIS (Management Information System) reports.
- Contacting Custodian and Depository via calls/Emails.

**Brain Works, Delhi**

(November 2009 – March 2013)

Job Title: **Tutor – German Language, English, Hindi**

*Responsibilities:*

- Teaching students from Standard - III<sup>rd</sup> to VIII<sup>th</sup>.
- Handling students in all particular manners.

**SPECIAL SKILLS/ABILITIES**

- German Language
- Management
- Planning
- Maintaining Excel Reports
- Tools: MS-Office & Internet
- Typing Speed 25-30wpm

**EDUCATION**

**MANAV RACHNA INTERNATIONAL UNIVERSITY**

Masters of Business Administration (M.B.A) in FINANCE and HUMAN RESOURCES (with 78%)

**2013-2015**

<b>DELHI UNIVERSITY</b> Bachelor of COMMERCE	<b>2009-2012</b>
<b>MAX MUELLER BHAVAN</b> Learnt GERMAN language - B2 LEVEL	<b>2010-2012</b>
<b>DELHI UNIVERSITY</b> Advance Diploma in German	<b>2013-2014</b>
<b>DOEACC COMPUTER PROGRAMERS</b> Basic Computer Programming	<b>2011-2012</b>
<b>SENIOR SECONDARY</b> C.B.S.E BOARD	<b>in 2009</b>
<b>HIGHER SECONDARY</b> C.B.S.E BOARD	<b>in 2007</b>

### **ACADEMIC ACHIEVEMENTS**

- Participated in Republic Day Parade 26<sup>th</sup> January in 2006.
- Participated in Annual Functions (Dance, Music) in School.
- Participated in Sanskriti Gyan Pariksha from standard VI<sup>th</sup> to IX<sup>th</sup>.

### **PROJECTS and ACHIEVEMENTS**

- Currently handling multiple customer base in Germany, Italy and Austria
- Handled multiple Solar Power Project of 768 kWp with capacity located at Löcknitz, Germany

### **LANGUAGE KNOWN**

- German
- English
- Hindi

### **INTERESTS/ACTIVITIES**

- Internet surfing
- Listening to music

### **PERSONAL INFORMATION**

NAME	:	HIMANI GUPTA
FATHER'S NAME	:	MR. SANJAY GUPTA
DATE OF BIRTH	:	14 <sup>th</sup> MARCH, 1992
SEX	:	FEMALE
MARITAL STATUS	:	MARRIED
NATIONALITY	:	INDIAN
RELIGION	:	HINDU
TOTAL WORK EXPERIENCE	:	10+ Years

WORK VISA : Schengen Visa valid till 24.03.2020 (can be expanded)

Date: 24-01-2023

Place: Delhi

**(Himani Gupta)**