

**AKANKSHA RAI**

**F-23 Surya nagar Alwar Rajstahan pin code 301001 (IN)**

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## ◆ Professional Summary

To work in an environment where I can grow and develop myself as I fulfill my responsibilities, as well as continuously learn and grow, managed by a good team in the areas of customer service and employee services. I would like to reach a level where I can take decisions for the organization. I would like to live up to the expectations of my family members.

## Employment history

### ◆ **Shriram Automall India Ltd. Alwar (Raj.) Assistant Manager in the Customer care Department .**

**Feb. 2020 – Till now**

Preparing the list for physical option and calling the customer for auction, after auction, sending the physical auction to ACR bank and taking approval from the bank, getting the documents of the approved vehicles from the banks and getting them provided to the customer. Conveying the customer to our online auction portal and giving the ID after depositing the security amount in it. maintain the Google sheet.

### ◆ **KTL Automobile pvt ltd jaipur , (Maruti authorised service center) as a CRM In Service**

**Jan 2019 – Feb. 2020**

Customer concern resolution, Administer CSI In dealership, customer satisfaction analysis, increased customer retention, Lead generation, increased CSI, SSI scores, able to create long term customer relationship. Service Management.

### ◆ **Y.D Automobile Alwar as a CRM in sales .**

**Apr. 2017 – Dec 2019**

Customer concern resolution, able to create long term customer relationship, customer service retention

## Education

### **Professional Qualification**

- **B.Tech (ECE)** from Northern Institute of Engineering & Technology (R. T. U.), Alwar in 2012-2016 with an aggregate of 62.33%Std.

### **Academic Credentials**

**12th: HSC Examination** Board Of Secondary Education, Allahabad (UP) March 2012 with aggregate of 75.08%Std.

**10th: SSC Examination** Board of Secondary Education, Ajmer (Raj.) March 2009 with aggregate of 60% Std.

## Skills

- Good Communication skills.
- Sound Presentation skills.
- Have Positive attitude & confidence.
- Dedication to work in any kind of working environment.
- Keep learner with good learning ability.

( **AKANKSHA RAI** )