



### Contact Information

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### Personal Information

Gender -Female

Birthday-Dec 07, 1994

Marital Status-Married

Nationality-IN

Father's Name-N. A. Malik

### Profile • About Me.

#### Profile Summary

Passionate and a dedicated. My determination towards work and ethics makes me professional and right fit for professional approach. I cannot only do the work, I can deliver great results. I make sure I fit in the team and the culture.

### Education.

Education

**St. Lawrence Senior Secondary School, Delhi**

Board, Affiliation CBSE

Status: Graduated , April 2014

Degree-Bachelor of Commerce

### Work experience.

#### **Company**

**Digicall India Pvt.**

Noida, Uttar Pradesh

#### **Job Title**

**CSR and Quality and Operations Assist -[Process-Koovs.com](http://Process-Koovs.com)**

[Koovs.com](http://Koovs.com) is London based e-commerce company.

Date: September 2015 - October 2016 -

#### **Description Detail**

- Provided good number of sales to the company

- successful ramp up of process
- got promoted as quality and an operations assistant

**JOB ROLE :**

- Responsible for team sales through inbound and outgoing both.
- Escalation and complaint handling.
- Email handling.
- Kept team updated of new update and conducted training sessions.
- Worked with voice and accent team to train team on quality parameters.
- Listening to calls of each team member to ensure quality improvement.
- Preparation of dashboard and mailing these to client at The end of day.

**Company**

**HCL Bserve**, Noida, Uttar Pradesh

Job Title : **Customer Support Officer**

Date : 2017 - December 2017

Description Detail

Maruti Nexa Pvt. Ltd.( Process) gave me opportunity to learn many things which made me more responsible.

**JOB ROLES:**

- To find out potential buyers.
- Conversion of customer query into sales.
- Coordinating with Maruti dealership all over India.
- Incoming and outcall to the customers.
- Conducting survey to capture customer demand and experience, then passing to client at Maruti Suzuki Nexa head office.
- Complaint and escalation handling.

**Company**

**Bussiness2Sell.com.au**

Noida, Uttar Pradesh

Job Title

**CSR and Team Leads**

Date

January 2018 till August 2021

Description

Business2Sell.com.au is one of the trusted marketplace for buying and selling businesses in Australia. They have service provider known as BCIC that provide services like Cleaning, Removals etc.

**Worked for :**

- 1) Bond Cleaning
- 2) Removals

**JOB ROLE- Multi- Tasking**

- Gave timely support when requested by client and customers.
- Cleaner hiring following company given parameters.
- Attended customer queries through calls, chats and emails.
- Handled complaints and escalation.
- Handled the team.
- Quality check and researched issues.
- Ensured daily checks are done by the end of the day.
- Conducted feedback sessions for the team.
- Maintained sales report and record.

### **Company**

#### **Apogee Marketing Pvt. Ltd.**

Noida, Uttar Pradesh

Job Title

#### **Customer Relationship**

Date

2021 -2021

#### **JOB ROLE- Multi- Tasking**

- Team handling.
- Trained team on the product.
- Call Barge to ensure effective and high quality customer service.
- Conducted feedback sessions to fix errors and to ensure strong attention to detail.
- Maintained sales report and record.
- Shared end day report daily to the product manager.

### **Company**

#### **Intex Technologies India Pvt. Ltd.**

Okhla, Delhi

Job Title

#### **Assistant Manager (Customer Relationship Management)**

**Department- E-commerce and Modern Retail**

Date - 2022 - Current

#### **JOB ROLE- Multi- Tasking**

- Ensuring orders are getting processed daily..
- Interaction with different departments such as marketing, finance, service and product department.
- Amazon product installation check after the product is delivered.
- Email and Chat management and finding the areas of improvement.
- Managing Amazon Marketing Service(AMS) software to increase and manage the sales.
- Generating more sales through converting requests lying in Abandoned Cart.
- Maintaining Provisions to share with Finance team every end of the month to make current year's balance more accurate.
- Responsible for customer experience/ Journey.

- Responsible for reviews on marketplace portals.
- Responsible for listing of the product on Amazon, Flipkart and Bajaj Finance portal.
- Visit to Marketplaces client to ensure good relationship and to strategies sales.
- Suggesting gaps and need for improvement areas.

### Key Skills:

- • Operations handling
- • Sales handling
- • Team handling
- • Customer relation
- • Customer retention
- • Customer complaint handling

### Professional Skills

- Team Oriented
- Results driven
- Customer relations.
- Good communication
- Long term thoughts
- Ability to bring change in system
- Dedication towards work
- A performer

### Languages

- Hindi
- English

### Personal Interests

- Exercise
- Travelling
- Running

### Declaration:

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I hereby declare that the above information is true to the best of my knowledge and that I will be held responsible for any deviation from them at a later stage.

Date: 2023-2024

Name: Huma Parveen