



Ms. Meghna Raghunathan

Career Objective:

To obtain a career position with a stable organization that would utilize my skills and experience to contribute to the success of the organization enhancing my professional and personal growth.

Qualification:

Pursuing Graduation (Bachelors in Commerce), University of Mumbai.

Experience:

AMPA Orthodontist Pvt. Ltd. as Store Manager

Department: Mumbai

Duration: Jan'23 till Date Job

Profile included:

- Delivering excellent service to ensure high levels of customer satisfaction.
- Meeting Sales target by regular follow up with customers.
- Responding to customer complaints and concerns in a professional manner.
- Ensuring store compliance with health and safety regulations.
- Developing and arranging promotional material and in-store displays.
- Preparing detailed reports on Daily Sales Report.
- Undertaking store administration duties such as managing store budgets (Petty Cash) and updating financial records.
- Monitoring inventory levels and ordering new items.
- Managing offline and online appointments of the customers.

Archilum Lighting as Administrator – Senior Executive

Department: Mumbai

Duration: Mar'22 till Dec'22

Job Profile included:

- Follow office workflow procedures to ensure maximum efficiency.
- Maintain files and records with effective filing systems.
- Support other teams with various administrative tasks (redirecting calls, disseminating correspondence, scheduling meetings etc).
- Monitor office expenditures and handle all office contracts (rent, service etc).
- Perform basic bookkeeping activities and update the accounting system.
- Monitor office supplies inventory and place orders.
- Assist in vendor relationship management.

Frankfinn Aviation Services Pvt. Ltd. as Front Office Coordinator

Department: Vashi Centre

Duration: Feb'21 till Feb'22

Job Profile includes:

- Managing front desk, receive incoming telephone calls, and greet walk-in customers.
- Provide hospitality to the parents/outsideers; make them comfortable at the reception; understand the result for visit.
- Maintain the cleanliness of the reception area every 2 hours.
- Assist in other admin/operational work if required. ➤ Monitoring students' attendance during online classes.
- Maintaining the placement data of the centre by coordinating with placement team for scheduling interview and boot camp for the students.

Birla Healthcare Ayurveda Pvt. Ltd. as Guest Relationship Officer

Department: Chembur Centre

Duration: Oct'19 till Mar'2020 Job

Profile includes:

- Managing front desk, receive incoming telephone calls, and greet walk-in customers.
- Generating sales revenue by pitching benefits of OTC products and importance of regular body check up to the clients.
- Booking appointments for clients and maintaining up-to date information on therapy rates, current offers and packages.
- Perform basic cashier activities as and when required. Co-ordinate with housekeeping for clearing of rooms.
- Solely responsible for generating company revenue by getting admission done for **STED Council** (Scientific & Technical Education Development Council) like: Coordination for admission procedure, coordinating with doctor for lectures and study materials.

Indiabulls Real Estate, Panvel. as CRO (Customer Relationship Officer)

Department: Facility

Management Duration: July'17 till

May'18 Job profile includes:

- Managing front desk, receive incoming telephone calls, and greet walk-in clients.
- Maintaining master tracker by coordinating with post-sales team which includes documentation and flats handover to clients.
- Maintaining complaint tracker by communicating and attending customers' complaints with site engineers and in-house technical team.
- Assigning housekeeping tasks to staff and inspecting work to ensure that the prescribed standards of cleanliness are met in the complete residence.

Sutherland Global Services, Airoli as CCE (Customer Care Executive)

Process: AT&T U-verse ICM Voice

Duration: Dec'15 till May'17 **Job**

profile includes:

- Answered an average of 30 calls per day from software users.
- Trouble shooting customer complaints and providing resolutions as per their complaint.
- Working on Rules & Regulations given by Management & Quality.
- Maintaining customer satisfaction by providing instant resolutions to the clients.

One Solution (OPO), Turbhe MIDC as CCE (Customer Care Executive)

Process: Shop CJ

Duration: Jun'14 till May'15

Job profile includes:

- Answered an average of 80 to 100 calls per day from software users.
- Achieved the target of Service Level and Case Closures given by the management & Quality.
- Trouble shooting customer complaints and providing resolutions as per their complaint.
- Working on Rules & Regulations given by Management & Quality.
- Maintaining customer satisfaction by providing instant resolutions to the clients.

Personal Details:

Residence: -

Flat No. 102, Krishna
Regency, Plot No. 44, Sec -3,
Ulwe, Navi Mumbai – 410206

MOB.: 9819396456

Date of Birth

15th Feb 1995

**Knowledge in
Computer**

**MS OFFICE 2007, WINDOWS XP
MS-WORD / EXCEL / POWER POINT / MISCROSOFT
OUTLOOK ETC, BASIC KNOWLEDE OF INTERNET.**

**Language
Known**

TAMIL, KANNADA, ENGLISH, HINDI, MARATHI.

Father's Name

Mr. K. Raghunathan

Nationality

Indian

Email ID

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