

CURRICULUM VITAE

SUMITRA GIRI

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Career Objective:

To Learn and grow up in my Career and to Perform at my Best in whatever role I am positioned, which suits my present Skills and caliber and work towards Customer delight which will help in achieving the Organizational goals.

Professional Experience:

Worked in HCL Infosystems Limited as Senior Associate from September 2012 to 6 April 2021.

Worked in DDinfosoft Pvt. Ltd. Form 10th April to 15th October as a Quality auditor, Catalogue designer and also as a Team leader for the process of Justdial.

Worked in Inforaise Staffing pvt ltd Noida As a HR executive From December 2021 to March2022.

Worked in Hello Verify India Pvt Ltd Noida as Team Lead from 25 July 2022 to 30 November 2022.

Working in **AJEEVI TECHNOLOGIES Pvt. Ltd.** as a **HR EXECUTIVE** from 3rd April 23' to till now.

Roles & Responsibilities:

- Ticket lodging in the tool.
- Report generation as and when required.
- Coordination with associated AMC support vendors.
- Remote Support as and when required.
- Software installation in client machines as and when required.
- Daily/Weekly/Monthly/Quarterly report creation.
- Scrutinizing the data and photograph of residents captured at the time of enrolment through online portals with the adherence to the stringent SLA of 0.1% scope of error.
- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize overall customer experiences.

- Mapping client's requirements and coordinating developing, implementing and transitioning process in line with the guideline specified by the client.
- Creating & implementing workflows to facilitate structured support in all areas and issues.

My Strengths:

- Leadership Quality and organizational Skills
- Ability to work under stress and hard working
- Strong commitment towards the duty and responsibility.
- Ability to motivate and gain support and team member and authority

Educational Qualification:

- 10TH from C.H.S.E. Orissa in 2005.
- 12TH from H.S.C. Orissa in 2007.
- B.A from Shobhit University U.P in 2015.
- 1 Year Diploma in Computer Application from Aptech.

Computer skills:

- Basic knowledge of computer
- MS office 2013, Tally ERP 9.0, SQL Server
- Internet
- Windows 7

Personal Details:

Father Name	-	Mr. Sarbeswar Giri
Date of Birth	-	6 th July, 1990
Gender	-	Female
Nationality	-	Indian
Marital status	-	Unmarried
Languages known	-	Hindi, English & Odiya

DECLARATION

I hereby declare that all the above mentioned information is true and best of my knowledge.

Date:-

Place:-

(Sumitra Giri)