

## Nandita

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### EXPERTISE

Business Development  
Customer Service  
Coordination  
Relationship  
Leadership Skills

### PROFILE

- ♦ A result oriented and farsighted professional with over 14 years of experience in Operations Management, Business development, Client relationship, Sales and Marketing, Customer Support.
- ♦ Deft in mapping business dynamics and realigning strategic and operational drivers to deliver superior performances under demanding work environments
- ♦ Possess keen business acumen in analyzing and understanding business requirements and vendor/Client requirements.
- ♦ Knowledge of how to cleanse and maintain prospect and customer records on the database
- ♦ Familiar with contracts, Rental agreements, creative proposals and administrative queries.

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## PROFESSIONAL EXPERIENCE

### VAGS Enterprises

**April 2019-Till Date**

#### **Admin Manager**

- ♦ Taking Care of the office operations.
- ♦ Capturing and fulfilling client requirement.
- ♦ Managing database of Clients and Material.
- ♦ Finalizing commercial negotiation with Clients.
- ♦ Supervising employees.
- ♦ Handling Payrolls.

### Kstar Natural Resources Pvt. Ltd

**Sep 2016-March 2019**

#### **Admin Executive**

- ♦ Maintain various agreements, documents, forms and formats as per pre-defined formats. Maintenance of attendance records and notifying the concerned authorities. Providing support to other departments and managers. Capturing and fulfilling client requirement.
- ♦ Gathering, migrating, storing and distributing information within the company. Updating admin related information/data into the MIS. Providing support to other departments and managers. Providing document management Providing telecommunication management.

- ♦ Supervising employees.
- ♦ Handling Payrolls.

**Cyfuture India Pvt. Ltd.**  
**Senior Executive- Online Sales**

**Sept 2015-Aug 2016**

- ♦ Cyfuture is the Indian based Data Center.
- ♦ Sell the data center services like Web Hosting, Email Hosting.
- ♦ Finalizing commercial negotiation with Client.
- ♦ Responsible for solving client's all queries and requirement.
- ♦ Collecting Prospect information, Fix meeting to understand requirement and convert prospect into Client.

**Pankaj Electronics (Noida)**  
**Sales and Marketing Executive**

**Jan 2013- Aug 2015**

- ♦ Pankaj Electronics is a distributor of Semiconductor Devices in and outside India.
- ♦ Contact our manufacturers and clients based in and outside India and collect their requirements.
- ♦ Finalizing commercial negotiation with Client.
- ♦ Responsible for solving client's all queries and requirement.
- ♦ Collecting Prospect information, Fix meeting to understand requirement and convert prospect into Client.
- ♦ Marketing our products through campaigns.
- ♦ Handle back office task like data sorting for SAP, manage company website, collecting data from google analytics and make different types of report to help the sales team.

**American Express (Gurgaon)**  
**Customer Care Professional**

**Oct 2011-Nov 2012**

- ♦ American Express is a Credit Card company.
- ♦ Taking care of customer queries regarding their credit card through emails.
- ♦ Contact various departments regarding the queries raised by the customer.

**HCL Technologies BPO Services (Noida)**  
**Customer Care Executive**

**Sep 2009–Oct 2011**

- ♦ Worked for British telecom.
  - ♦ Inbound process handling customer queries regarding telephone billing.
  - ♦ Handled BT broadband queries
  - ♦ BT Order desk handling queries related to orders.
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## **EDUCATION**

### **Educational Qualifications:**

- Qualified **CTET** 2021
- Bachelor of Education (Science and Maths) from Glocal University, Saharanpur, UP in 2018 with 64.8%.
- Bachelor of Engineering (Electronic & Communication) with aggregate 64.5% in 2008 from University of Rajasthan.
- Senior Secondary Certificate from CBSE (UPRAS Vidhyalaya, Delhi)
- Secondary Certificate from CBSE (UPRAS Vidhyalaya, Delhi)

### **Summer Training Projects:**

- Undergone training in 2nd year at Classic Informatics Pvt. Ltd. on Web Designing and Networking from 26th June 2006 to 12th august 2006.
- Undergone training in 3rd year at Centre for Railway Information System, NewDelhi from 10th July 2007 to 24th august 2007.

### **Projects:**

- Minor project in 7th semester(4th year) on "REMOTE VOTING THROUGH TELEPHONE LINE"
- Major project in 8th semester on "TRAFFIC LIGHT CONTROL USING TRAFFICDENSITY WITH THE HELP OF RFID CHIP"

**Technical Skills:** MS Office Suite (word, Excel, PowerPoint), DOS, Windows, C,C++

**Nandita**