# **Name: Anita Thakur**

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I aspire to excel in my profession and contribute towards the growth of a multifunctional organization resulting increase in profits of the stakeholders both as an organization and an individual.

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| **HIGHLIGHTS** |  |  |
| Live Experience of  Handling Client Escalations  Basic computer Skills.  Team Management  Good interpersonal skills and ability to work under pressure  Ability to build team environment |  | * Good experience of Coordination with Customers/Managers via mail, phone. * Ability to function as a team player and alternatively work independently to achieve objectives. * Demonstrated ability to manage multiple tasks and deadlines. * Fluent in English, Hindi and Marathi.   **Computer Skills**  Microsoft Office ,2007 (Word, Excel, PowerPoint, Access, Outlook, thunder-bird )  **Academic qualification**……………………………………………   1. Post Graduation in Finance from Welingkar Institute of Management in 2012 2. Graduation in B.com from V.E.S college in 2009 3. Completed H.S.C from V.E.S college in 2006 4. Completed SSC from St. Anthony’s High School in 2004 |

##### **Industrial Exposure**

**IndoAsian Buildcon Pvt. Ltd.**

Operations Manager – July2016 – till date

**Dept: -** Operations

**Responsibility:** -

* Managing CRM department (pre sales team)
* Monitoring and evaluating daily activities of the team leaders
* Managing a team of 35 to 40 members
* Conducting Training Sessions for team managers on improvement of daily productivity
* Conducting training Sessions for team members on communication/objection handling skills
* Done skip level meetings
* Preparing and presenting monthly/quarterly and yearly business review Presentation
* Handling client queries and provide immediate resolution
* Value adding activities to enhance business.
* Taking Interviews at team leader position and executive level
* Purchasing Data from vendors post Negotiation for CRM team
* Maintaining daily/weekly/monthly reports which includes a Attendance tracker, Daily Activity Report, Retention tracker team wise.
* Providing solutions to issues escalated in regards to CRM software by coordinating with vendor
* Preparing/setting KRA/KPI for team

**DHL Supply Chain,** Vikhroli

Sr. Executive **–** April 2012 – August 2014

**Dept: -** Operations

**Responsibility:** -

* Coordinating with Managers via email providing information about their sales status.
* Preparation of Sales Report on Excel and sharing same with Managers and Sales Officers.
* Preparing daily/weekly/monthly reports for customers as well as higher level management.
* Preparing monthly business review PowerPoint presentation.
* Handling customer queries and getting it resolved from respective team members.
* Value adding activities to enhance business.

DHL Supply Chain (Kanjurmarg)

Team Leader August 2014 – May 2016

**Responsibility:** -

* Coordinating with team for the smooth and timely completion of daily activities.
* Providing necessary and effective training to the team members.
* Proactively handling any given situation.
* Intervening when necessary to aid the team in resolving issues.
* Encouraging creativity, risk-taking, and constant improvement
* Process transitions done
* Managed a team strength of 10 to 15 members

Handled 2 projects (Dell and Australia Transport)- coordination with CFA and clients on delivery/Returns status

* Tracking the consignment as per instructions from client.

**Info-media 18 (Yellow Pages),** Matunga

**Sr. Executive** **–** Feb 2011 to Aug 2011 **(6 months)**

**Dept: -** Operations

**Responsibility:** -

* Interacting with customers and giving information about different brands and outlets situated in Mumbai
* Preparing data of drop calls and sharing with management.
* Searching business required information from different websites to update listing in system.
* Providing training to new team members about product policy and business
* Prepared Proactive checklist for reports to avoid future errors.

###### **Personal summary**

Date of Birth: 13th Feb 1988

Father’s Name: Hari Chand Thakur

Mothers Name: Shanti Thakur

Marital Status: Single

Residence: Thane

I hereby declare that all the above-furnished information is correct to the best of my knowledge.

**Yours Sincerely,**

**Anita Thakur**

(Copies of relevant documents, testimonials, references and any other information will be made available on requirement.)