**CURRICULUM VITAE**

Picture in Formal Dress

**CAREER OBJECTIVE**

I am Ramandeep Kaur, an enthusiastic senior customer service representative with 5 years and 3 months of experience in the BPO sector. Both voice and non-vocal processes are covered by my experience. I am known for my punctuality, strong work ethic, and keen focus on personal and professional growth. I have consistently earned customer praise for my service, and my exceptional performance has led to recognition as the Employee of the Month multiple times, along with acknowledgment from clients.

**Name:** Ramandeep Kaur

**Contact No**. : 8196809895

**Corresponding Address:**

#24B Crystal Homes Society, Shivalik city, Kharar (Mohali), Pin code: - 140301.

**E-mail ID:**

[Ramankaurbhatti45@gmail.com](mailto:Ramankaurbhatti45@gmail.com)

**Personal Profile:**

Father’s Name:

Shingara Singh

DOB: 16-05-1994

Permanent Address:

#24B Crystal Homes Society, Shivalik city, Kharar (Mohali), Pin code:- 140301.

**Key Strength:**

**PROFESSIONAL AND TECHNICAL QUALIFICATION**

* 2014-2016 – Master of Business Administration (MBA) from Gulzar Institute of engineering and technology (Punjab technical university Jallandhar) Libra, Khanna with 73%
* 2011-2014 - Bachelor of Computer Application (BCA) from Government College Malerkotla (Punjabi university Patiala) with 65%
* 2011- Sr. Sec. School from Government Senior Secondary school Dehlon with 76%
* 2009- Secondary School from Government Senior Secondary school Dehlon with 62%

**AREA OF INTEREST**

* Human Resources (HR) and Finance

**SUMMER TRAINING PROJECT**

* Company name: B.M. Munjal Industries
* Project title: A study on Employee perception

towards performance appraisal system

submitted in partial fulfillment of the

requirements for the degree of Masters

of Business Administration

* Duration: 48 days (1-06-2015 to 18-07-2015)

**Key strength:**

* Punctuality
* Planning
* Self-motivated
* Hardworking
* Flexibility and Adaptability

**Extra-Curricular Activities:**

**Industrial visit to:**

* Vardhman Textiles Limited (Ludhiana)
* Hero Cycles Limited (Ludhiana)
* Shingora Textiles Limited
* Winsome Textile

Industries Limited

* Oswal Woolen Mills Limited (Ludhiana)

Participant in Regional Level Sports and Games Meet

**Languages Known:**

Punjabi

Hindi

English

**LinkedIn Profile:**

https://in.linkedin.com/in/ramandeep-kaur-48aa45110

**PERSONAL SKILLS**

**Computer Proficiency:**

MS Office: (Word, Excel, PowerPoint)

**Other skills:**

* Good communication skills
* Ability to Manage Multiple Tasks and Think Strategically
* Able to Work Independently and With the Team
* Hardworking, goal-oriented, Adaptive, Sincere and Supportive
* Zeal to Learn

**ADDITIONAL INFORMATION**

* Membership of Ludhiana Management Association (LMA)
* Project on ‘Impact of advertisement on consumer behavior regarding mobile phones’ (A Case study of Ludhiana city), in partial fulfillment of the requirements for the award of the degree of Master of Business Administration

**Work Experience**

**1. Organization**: -Pioneer nuts and bolts.

**Designation:** - AS HR

**Duration:** -7 months Experience

2. **Organization**: - Concentrix Daksh Services India Private Limited.

Designation: - Senior Associate.

Duration: - 5 years and 3 months

**DECLARATION**

I hereby declare that the above stated information is true to the

best of my knowledge and belief.

Place:

Date: Ramandeep Kaur