**Tiwari Amrita S.**

**Email:**[amritatiwari558at@gmail.com](mailto:amritatiwari558at@gmail.com)

**Mobile:**+919638060468.

**Summary of Qualification**

* Masters in Commerce, with Accounts as major in year 2017.
* Bachelors in Commerce, with Accounts as major in year 2015 with 65 %.

**Associated Organizations: ( Current Company)**

* **Acreage Wealth care Management as an Admin.**
* Maintaining customer’s data at CRM and assigning the same further for client visits.
* Taking care of entire day to day activities with the managers for improvement of sales and coordination with clients.
* Handling escalated customer calls with a view to achieve high customer satisfaction at Corporate levels
* Providing timely response to the valued clients.
* Looking after entire admin work profile connected to back office.
* **K. M.Dastur as an Admin for 1 year. (Previous Company)**
* Maintaining and updating customer sheet
* Solve customers’ queries
* Keeping in contact with existing customers in person and by phone.
* Attending customer complaints received through different mode and resolving the problems.
* Handling escalated customer calls with a view to achieve high customer satisfaction at Corporate levels
* Providing timely response to the valued clients.
* Continuous follow-up with the shop floor team for better output and productivity improvement.
* Looking after entire admin work profile connected to back office.

**Areas of Professional Practice**

* Back Office Management
* Customer Relationship

# **Self Assessment**

* Positive Attitude
* Strong Team Work
* Effective Communication
* Adaptability to the situation
* Motivation towards continual improvement

**Expected Salary: -** 15K

# **Personal Information:**

# **D.O.B :-** 01/06/1994

* **Nationality :-** Indian
* **Marital Status :-** Single
* **Languages Known:-**Hindi, English, Gujarati
* **Address :-** Sharma Colony,Gurukrupanagar,

Bhargav road, Kubernagar- 382340