

Resume

KUSUM DALAL

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Chattarpur, New Delhi-74.

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Objectives

I am promising self motivated & professional kind of person and believe hard work always success & if given an opportunity I will prove my worth to an organization.

Education

- Pursuing B.Com(final year) from Delhi University.
- 12th from C.B.S.E Board
- 10th from C.B.S.E Board

WORK EXPERIENCE

Jan 2015- Mar 2017|As post of Front Office Executive at Kundan Care Ltd.

Job Responsibilities:

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Answered and directed phone calls.
- Direct visitors to correct destinations.
- Took verbal and written messages and transmitted them to exact person/destination.
- Received, sorted and forwarded emails to the concerned person.
- Accepted letters and packages delivered to the front desk and distributed to appropriate staff.
- Coordinated maintenance of the front desk reception area equipment, furniture, lighting,brochures.

Sep 2013-Dec 2014|As post of Customer Support-Executive at Mas Callnet India Pvt Ltd.

Job Responsibilities:

- Handling Inbound calls from customers.
- Provide information as well as raise their complaint.
- Refer unresolved customer grievances to designated departments for further investigation.

Technical Qualification

- MS-WORD, MS-EXCEL, INTERNET & EMail.
- Basic knowledge of computer

Strengths

- Understanding, Fast learner, Helpful with my colleague.
- I would like to put my great effort for the upliftment of the industry.

Personal Details

Date Of Birth : 23-01-1986

Father's Name : Mr. Ashok
Dalal

Languages Known : English & Hindi

Marital status : Unmarried

Date:

KUSUM

