

ANUDEEP KAUR

#U-Block 45/27 First floor Room# 7, U-11 road, Gurgaon,
122022

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OBJECTIVE

To work in a healthy, innovative and challenging environment extracting the best out of me, which is conducive to learn and grow at professional as well as personal level thereby directing my future endeavor as an asset to my organization.

EXPERIENCE

Sr. Representative, Operations at Concentrix Daksh Services India Pvt. Ltd. Oct'20- To Oct 2021

- Developed reputation as an efficient service provider with high levels of accuracy.
- Managed wide variety of customer service and administrative tasks to resolve customer.
- Arranged resolution of customer support issues that can't be resolved by first line support.
- Responsible for ensuring customer satisfaction by handling questions related to via email and chat.

SilverSkills Pvt. Ltd. Gurgaon, Haryana

Nov 2018 to June 2020

Quality Auditor

- Developed and implemented corrective actions to bring business areas in line with standards.
- Completed timely quality reports highlighting deficiencies and recommending corrective actions.
- Prepared working papers, reports and supporting documentation for audit findings.
- Identified audit risks, prepared budgets and coordinated with management and audit team in preparing related reports.
- Resolved problems, improved operations and provided exceptional client support.

JHS Svendgaard Pvt. Ltd. (Manufacturing/Retail Company) **Aug 2017 to Oct 2018**

Marketing Executive

- Developed innovative and targeted collateral to support overall branding objectives.
- Oversaw preparation of marketing copy, images, videos, emails and other collateral.
- Helped incorporate product changes to drive customer engagement and firm profits.
- Considered business demands and customer preferences when developing pricing structures and marketing plans.
- Compiled product, market and customer data to forecast accurate sales and profit projections.

OTHER SKILLS

- MS Excel
- MS Word
- MS PowerPoint

EDUCATIONAL QUALIFICATION

- Graduated in Commerce B.com from Guru Nanak Dev University, Amritsar (Punjab) with 73%.
(2014 to 2017)

PERSONAL INFORMATION

- Father Name : Manjit Singh
- DOB : 7/March/1996
- Nationality : Indian
- Passport Number : R7414761
- Marital Status : Unmarried
- Height : 167cm
- Language : English, Hindi, Punjabi

PERMANENT ADDRESS : Tarn Taran sahib
,Punjab pin:143411

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:- 01.09.2021

Anudeep Kaur

