

## **SAROJ KUMARI**

**(Mobile) 8800753801**

**Email: saroj964k@gmail.com**

**Address-B-28, Punjabi Basti, Baljeet Nagar, New Delhi-8**

**Objective:-** I am looking for learning oriented working organization where I can work efficiently with my complete potential and also want to gain industrial experience to develop my industrial knowledge, team working ability, organizational skills etc.

### **EDUCATION QUALIFICATION :-**

- 10<sup>th</sup> Passed from CBSE Board Sarvodaya kanya Vidyalaya with 57% marks
- 12<sup>th</sup> Passed from CBSE board Sarvodaya Kanya Vidyalaya with 56% marks
- Bachelor of Arts from Delhi University Kalindi College with 59% marks
- **Master in Political Science from IGNOU University in the Year 2019**

### **OTHER QUALIFICATION:-**

- One Year Diploma in computer application from Promotech Computer Institute
- Basic knowledge of Busy 17 Software version 9.3
- 6 Months typing course in Promotech Computer Institute

### **SKILLS:-**

- Ms Word, Ms Excel, Internet Browsing, Microsoft Outlook

### **JOB EXPERIENCE:-**

- Currently working with **ROTECK EQUIPMENT LIMITED**, Sahibabad Up Pin Code - 201010 with effects 01.12.2017 to till date, Roteck involve in Manufacturing Companies of Screw Air Compressor, Ref Dryer, Reciprocating Air Compressor, Servicing of Air Compressor.
- I worked one year with **HOMZFORYOU Real tech Pvt. Ltd** Noida sector 15 since, July 2014 to July 2015.
- I worked one year **MAGO Associate**. Tilak Nagar, As a Data Operator, since August 2015 to September 2016.

#### **Employee Code: 026.**

- Handling Service Complaint with the help of ERP service software.
- Responsible for customer satisfaction
- Maintain Record of Service Complaint
- Assign Job to Service Engineer
- Successfully maintain service target.
- Service Payment Follow-up
- Service complaint Closer Report
- Timely Follow-up of service complaint
- Taking Feedback of customer
- Maintain MIS report of Service Engineer

- Handling dealers enquires i,e Catalogue , Sample Material etc.
- Maintain Attendance record of service engineers.
- Arranging training session for Engineers
- Strong communication with costumers
- Sending job done confirmation to Parties
- Maintaining record of AMC of compressor

**Personal Detail:-**

- |                  |   |                    |
|------------------|---|--------------------|
| ➤ Father's Name  | : | Late Sh. Ram Ajour |
| ➤ Date of birth  | : | 10.02.1991         |
| ➤ Marital Status | : | Unmarried          |
| ➤ Religion       | : | Hindu              |
| ➤ Language Known | : | Hindi & English    |

DATE.....

PLACE.....

**(SAROJ KUMARI)**