

SIDHARTH GUPTA

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Seeking junior level position in Operations Management, Process Management, CRM, Vendor Management with organization of repute

CAREER SUMMARY

- ✧ A competent professional with over 3.5 years of valuable experience in Operations, Customer Support Management and Vendor Management.
- ✧ Gained experience in central operations, vendor management, handling clients, resolving their queries & providing high quality service to achieve greater level of customer satisfaction.
- ✧ Possess knowledge of basic computer skills.
- ✧ Excellent communication, interpersonal and team building skills with the ability to work in a fast paced environment.

WORK EXPERIENCE

HT Media Ltd. (Shine.com)	Sr. Executive – Resume Services (Operations) Executive – Resume Services (Operations)	Jul'13- Till Date Sep'11 – Jul'13
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(The concern is a 100% subsidiary of HT Media Ltd.)

Key Result Areas: Resume Services

- ✧ Handling Customer Support Operations & ensured resolution of queries with TAT adherence – all related to resume services.
- ✧ Keeping a regular track on team of 30-35 resume developers to ensure timely delivery of resume to the clients.
- ✧ Providing information channel for consumers in their quest to resolve their issues & assisting in creating an appropriate physical environment that pleases the consumer.
- ✧ Regular liaison with vendors providing E-Learning courses to ensure quick delivery of service to the clients.
- ✧ Managing Welcome call Process to enhance the customer interaction.
- ✧ Maintaining daily tracker of each & every service & publishing it to senior management on weekly basis.
- ✧ Ensuring smooth interface between the organization & its consumers also resolving pending consumer complaints.
- ✧ Managing Invoices of all the vendors and thereafter follow up for timely payment disbursement.
- ✧ Gathering regular feedback from clients.
- ✧ Conducting presentations and counselling selling sessions at IAF(Indian Air Force) related to our product.
- ✧ Guided new recruits in the process about day to day functioning of the process.
- ✧ Provided key inputs to technology team for new system development and constant feedback is provided for removal of any bug for improving the overall system.
- ✧ Closely monitoring client's complaints on the Consumer Portals in order to provide them authentic services.

Highlights

- ✧ Received appreciation for achieving highest successful closure of candidate services within 15 days of availing services.
- ✧ Represented the company in defence job fairs (IAF & Navy) to assist the sales team in delivering the services on the spot.
- ✧ Functioning as Key member of Resume Services Team as a part of 5 member team.

ACADEMIC CREDENTIALS

- ✦ **Master of Computer Application** **2014**
Guru Jambheshwar University of Science and Technology, (*Distance Learning*)
- ✦ **Bachelor of Computer Applications** **2008 - 2011**
Jagannath Institute of Management Sciences (affiliated to Guru Jambheshwar University of Science and Technology), Lajpat Nagar securing 58%.
- ✦ **XII (Science, Non-Med.)** **2008**
General Raj's School (Affiliated to CBSE), Hauz Khas, New Delhi securing 57%.

PROFESSIONAL ENHANCEMENT

Summer Internship

Organization	Ministry of Communications and Information Technology
Topic	Project Monitoring System
Duration	6 weeks (May & June-2010)
Grade	A+

AWARDS AND ACHIEVEMENTS

- ✦ Secured 2nd position in National Level Fest at NIT, Jamshedpur in Robotics.
- ✦ Secured 4th position in National Level Fest at NIT, Jamshedpur in website Designing.
- ✦ Secured 1st position in Inter Campus Presentation Competition, JIMS
- ✦ Secured 2nd position at State Level Science Fair organised by "Directorate of Education, GVT. Of N.C.T, Delhi" for representing a model on Earthquake Resistant Buildings.
- ✦ Awarded as Best Co-ordinator for organizing Annual Technical Fest (Cynet) for JIMS.

PERSONAL DETAILS

Date of Birth	25 th February, 1990
Permanent Address	E-10 Hauz Khas, Main Market, New Delhi - 110016
Languages Known	English and Hindi