

House No- WZ-283/207, madi wali gali
Vishnu Garden, New Delhi-110018

Deepika

email: depshisharmajune23@gmail.com

Career Objective:

Seeking a **CRE/Admin-Asst/ /Operations** position in a growing company, where I can offer extensive experience in areas of customer relations, Customer receipts, office administration, and project planning.

Career Summary:

- Handled more than a year DEO position in the firm (feed every Document and query of client/customer in the prescribed format)
- More than a years of experience being the CCE, and handled clients call & their problems
- Skilled in handling complex activities under peer pressure
- Potential of handling the clients of the organization and other members
- Good verbal and written communication and interpersonal skills.

Qualification:

- Pursuing B.com 3rd yr from Delhi University.
- Completed one year diploma in computers (management information system)

EXPERIENCES :

Date Entry Opreator

- Complete Customer Services and solved each query .
- Follow-up on existing customer w.r.t. to offers made, payment schedule
- Feeding each & require data of client as per the management requirement.

Customer Care Executive.

- Manage Clients and their problem, giving them accurate solution.
- Making reports as per the client query and presenting in front of the management to get resolve the issue in the TAT.

Correspondence & Communication [electronic, telephonic, postal]:

- Complete secretarial & administrative assistance as and when required with all administrative and organizational areas in the company.
- Supporting Middle Management with diverse and operational task.
- To interact and provide support to the various departments/businesses.
- Responsible to develop executive level reports. Managing all confidential records & files. Preparing Data Management like maintaining records, agreements, letters, reports, documents and important data as when needed.
- Verified all documents and filed them appropriately.
- Email account - filter emails, highlight important emails, organize emails into appropriate folders and replies.

Tracking & Processing Bills & Pay outs:

- To keep a track of reimbursements for expenses incurred him for business purposes. To maintain his cards, memberships and subscriptions.
- To maintain a check on his office business related requisitions & bills and to process by acquiring necessary authorizations and ensuring timely payments.

Travel Management

- Travel Planning & Arrangements: To schedule travel dates, make the necessary arrangements, coordinate meetings and follow up with consequent post travel procedures.
- Hotel Bookings/Currency/Visa related work), Taxi, air tickets etc.
- Managing reimbursements.

...4....

WORK EXPERIENCE :

Aug 2017-Till Date

Nexus Financial Services

JAN. 2016-Jul 2015

S.K.Group

Assist above prestigious Companies with all secretarial and Administrative work. Organising seminar, governing council meetings, Annual dinner and also including travel *and* hotel arrangements as necessary for delegates.

PERSONAL PROFILE :

Father Name : Devchand

Date of Birth : 06-Jun-1997

Nationality : Indian

Gender : Female

Marital Status :Un- Married

Language Known: Hindi,English,Punjabi

Salary-12K