

# **CURRICULUM VITAE**

## **Divya Tyagi**

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## **CAREER OBJECTIVE**

Looking forward to work with an organization that gives me an opportunity to perform and provide a constant learning environment where my ideas, efforts and contribution lead to self as well as organizational growth.

## **EDUCATIONAL QUALIFICATIONS**

- Completed BCA from CCSU in 2020.
- Pursuing MBA from NMIMS Mumbai in Specialization(International Trade Management).
- Intermediate from C.B.S.E in 2017.
- Matriculate from C.B.S.E in 2015.

## **COMPUTER SKILLS**

- Ms Office
- Ms Excel
- Ms PowerPoint
- DMS
- Internet Surfing

## **WORK EXPERIENCE**

### **Gravity Bath Pvt Ltd. NOIDA**

Dec 2020 to present

#### **Customer Relationship Executive**

- Communicated with customers and provided high-quality support and resolution to their issues.
- Handled customer interactions over WhatsApp, Call & Mails.
- Handle PAN India Complaints and Resolve it.
- Answered calls professionally providing complete information about products or obtain details about their requirements.
- Assisted the sales team for incoming requests for new services.
- Provided feedback of the consumers to the management for improving the services.
- Followed up ensuring relevant actions were taken on customer complaints.

- Generate Daily Reports in MIS.
- Managed to keep records of customer interactions, complaints, comments as well as actions taken.
- Worked on the improvement of all customer service processes in order to increase efficiency and customer satisfaction.

## **ISUZU PVT LTD NOIDA**

Jun 2021 to Dec 2021

### **Customer Relationship Management**

- Handle ISUZU Website
- Pre-Sales&Services Data Maintain.
- Maintaining master database.
- Assist and coordinate with entire team(Sales&Service).
- Handle Mails and Customer Satisfaction Notes.
- Handling the Documentation Verification process after Sales and Service.

## **Maruti Suzuki Arena Regent Autolinks Ghaziabad.**

Dec 2018 to

Jun 2021

### **Customer Relationship Executive**

- Handle Hyperlocal Marketing Website.
- Handle CRM portal.
- Understanding customer needs and advising them on the suitability of services.
- Establishing and maintaining effective relationships with new and existing customers.
- Ensure customer complaints are handled promptly and efficiently to the satisfaction of customers.
- Dealer Management System data handle.
- Representing the company within the wider community.
- Handle spiklr Media.

## **PERSONAL DETAILS**

Date of Birth	03-05-1999
Father's Name	Mr. Deepak Tyagi
Hobbies	Listening music.