

RESUME

Neha Gupta

B-606 Sector-6 Vasundhra

Ghaziabad Uttar Pradesh-201012

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OBJECTIVE

I want to work for an organization where I can leverage my professional qualification and declaration to work through constant learning.

CURRENT EXPERIENCE

- **Company Name:** Bharat Broadband Network Limited
- **Designation:** Secretarial Assistant
- **Previous Reporting:** CGM(HR&A)
- **Duration of Contract:** 18th January, 2016 to till date
- **Location:** Office Block -1, East Kidwai Nagar, Delhi

Key Responsibility-

- Verification and processing of bill.
- Coordination with vendors regarding their bills and payment issue.
- .Office management and documentation filing work.
- Noting, drafting of mails and office order etc.
- Calendar Management
- Arrangement of meeting with CGMs and other official staff.
- Installation & Monitoring of Bio-Metric Attendance System all over India
- RTI Cases/MIS update
- Making and Managing travel arrangement
- Assets Management & Record Keeping.
- Other administrative day-to-day work.

Hiring of Outsourced staff:-

- Hiring of retired consultant from BSNL, MTNL, DoT & other PSUs
- Hiring consultants and support staff through M/s NICSI & M/s NISG
- Minutes of meeting, Interview, Joining letter and relieving letter etc.
- Extension of contract, issue work order to the vendors.
- Hindi & English Typing.

Currently Reporting: CGM(Services &Marketing), Shastri Park

Key Responsibility-

- Public Grievance case received from CMD, BBNL.
- Query of General public related to Internet connection, OFC, OLT, ONT, Fiber cut and Dark Fiber etc.
- Contact with Customers via email/telephonically and forward to CSC/BBNL PMU/BSNL.
- Directly contact with BSNL/CSC/BSNL PMU office to rectify the issue.
- Feedback of customer.
- Noting Drafting of PG cases to submit status report to CMD, BBNL.
- Maintain Daily report of PG cases and Google Sheet update.
- Daily Data collection from CSC/BSNL/BBNL for new connection & GP.

PREVIOUS EXPERIENCE

- **Company Name:** Centre for Development of Telematics
- **Designation:** Secretarial Assistant (Admin)
- **Reporting:** Manager (Admin.)
- **Duration:** 1st January, 2013 to 15th January, 2016
- **Location:** Chattarpur, New Delhi-110030

EDUCATIONAL QUALIFICATION

- 10+2 from CBSE Board in 2010
- B.COM (P) from Delhi University in 2013
- Secretarial Practice Course from I.T.I Delhi in 2012
- M.com from IGNOU in 2016
- CCC Diploma Course from NIELIT in 2017

Basic	Basic Knowledge of Computer
Application Programs	M.S Office
Operating System	MS Windows 98, Window 7, Window XP, windows 8.1 pro
Typing Skill	English 40 w.p.m and हिन्दी 30 w.p.m (Mangal) मंगल

PERSONAL TRAITS

- Determined
- Self confidence with Positive attitude
- Dynamic Personality
- Hardworking

PERSONAL INFORMATION

- Name : Neha Gupta
- Father's Name : Ram Avtar Gupta,
- Date of Birth : 14 April, 1993
- Language Known : English, Hindi
- Marital Status : Married
- Nationality : Indian

Date:

Neha Gupta