

## **CURRICULUM VITAE**

**MANISHA BUTTA**

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### **Career Objective**

To be a part of a progressive firm offering opportunity for career advancement and professional growth this helps me gain sufficient knowledge.

### **Educational Qualification**

- M.C.A. from IGNOU (2014) with 57.04 aggregate.
- B.C.A from IP University (2011) with 68.97 aggregate.
- 10+2 from CBSE Board in Commerce with Mathematics (2008) with 58.40 aggregate.
- 10<sup>th</sup> from CBSE Board (2006) with 71.60 aggregate.

### **Computer Skills**

- Basic computer knowledge.
- Basics of C Language.
- MS Office.
- HTML.

### **Work Experience**

**Worked with One Store India Pvt. Ltd. as a Customer Support Executive from 17th December 2019 till 15<sup>th</sup> May'2020.**

#### **Job Responsibilities:**

- Solving Customer Query
- Application Installation
- Payment Follow ups with interested customers
- Technical Support
- Fixing bugs thru Remotely Access

**Worked with Capricot Technologies Pvt. Ltd. as a Sales Support Executive since 14th October 2019 till 16th December 2019.**

**Job Responsibilities:**

- Payment follow-ups.
- Sending price quotation and proposals.
- Handling software billing for customers.

**Worked with One 97 Communications (Paytm) as a Sales Associate from February 2015 till 26<sup>th</sup> June'2019.**

**Team: Business-Lending Team**

- Provide the information regarding the procedure of getting loan to the Seller/Merchant through calls and email.
- Working Knowledge of Salesforce.
- Documents Collection.

**Worked in: Catalogue (Merchant Helpdesk Team)**

- Handling merchant catalogue changes query.
- Solving merchant issue on tickets as well as solving their query on calls.

**Banking Operations (Agreement Team)**

- Preparing agreements.
- Handling payments and refund process.
- Performing Quality Check for agreements.
- Handling QC Training Session.

**Worked in Redington India Limited as a Sales Coordinator from December 2014.**

- Communicating with the Partners, Customers on due payments.
- Handling ticketing and accommodation of team.
- Handling Billing.
- Arrangement for exhibitions and promotion events.

**Extra-Curricular Activity**

- Participated as a volunteer in XIX COMMONWEALTH GAMES 2010 DELHI.

## **Personal Skills**

- Excellent verbal and written communication Skill.
- Accommodate in any situation.
- Willingness to learn.
- Result oriented and dedicated towards my work.
- Comprehensive problem-solving abilities.

## **Personal Details**

Name	MANISHA BUTTA
Date of Birth	7 <sup>th</sup> April 1990
Father's Name	NARENDRA KUMAR
Mother's Name	KUSUM LATA
Languages Known	English, Hindi, Punjabi
Gender	Female
Nationality	Indian
Marital Status	Married
Hobbies	Listen to music, Net surfing, Cooking

**"I hereby declare that the above information's are true to best of my knowledge."**

Date:

Place: New Delhi

**(MANISHA BUTTA)**