

CURRICULUM VITAE

GAYATRI



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CAREER OBJECTIVE

- To work with a dynamic organization with a professional setup where I can get an opportunity to face multiple challenges and sharpen my skills by applying the acquired knowledge.

EDUCATIONAL QUALIFICATION

- 10th from CBSE Board.
- 12th from CBSE Board.
- B.COM from Delhi University.
- B. ED from Maharshi Dayanand University (Rohtak)
- M.com from Karnataka University.

TECHNICAL QUALIFICATION

- Three months basic in computer application from Delhi Institute of Computer Science (DICS).
- Knowing about: -MS- Office, Advanced MS- Excel, Digital Marketing, BUSY software, Tally, Google Ads.

PROFESSIONAL EXPERIENCE

1. VODAFONE



As a **BPO EXECUTIVE** (Aug 2010 to Feb 2011)

Job Responsibilities

- Must be very effective in providing customer service by providing resolution to their complicated queries and issues.
- To handle calls from customers or clients and provide them with a solution to their queries.
- I will must discuss every matter with its supervisor or team leader to get any issue sorted.
- Giving a resolution to the customers or clients should be the whole and sole responsibility.
- Should carry out various other professional services like Business Research, Legal services, Financial Analysis etc.
- Must efficiently set goals and work on so as to avoid any escalations and maintain the relevancy and quality while providing service to the customers.
- Make a lead and increment sales targets day to day.

2. UNITED PUBLICATIONS



As an **ACCOUNTS RECEIVABLE EXECUTIVE** (March 2011 to April 2012)

Job Responsibilities

- Generating invoices and account statements.
- Performing account reconciliations.
- Maintaining accounts receivable files and records.
- Maintaining the billing system.
- Producing monthly financial and management reports.
- Investigating and resolving any irregularities or enquiries.
- Order Stationery and maintain proper stock of stationery.

- Assisting in general financial management and analysis
- Maintaining attendance sheet leaves records.

3. SGK Printer & Advertisers



As a **CUSTOMER SUPPORT EXECUTIVE** (Jun 2013 to Till Date)

Job Responsibilities

- A professional approach in answering calls and provide information about products and services, taking input of issues and their redressal thereof.
- Maintaining records of transactions and interactions.
- Appropriate and timely follow-ups wherever required.
- Escalate unresolved queries to respective departments for accurate redressal.
- Coordinate activities of staff members to ensure a smooth and efficient department that reduces the number of cases that are overlooked.
- Oversee the collection of outstanding credit and invoices to minimize profit loss while ensuring it is handled appropriately and per company policy.
- Create and implement strategies to increase the number of successful collections on outstanding debt.
- Develop goals that complement the overarching business goals of the company and coordinate staff to continually meet and exceed goals.
- Run reports and analyze data pertaining to the department and share with executive staff and managers of department staff as needed.
- Communicate with clients to build and maintain a strong working relationship and reduce the number of clients who stop working with the company.

ATTRIBUTES

- Confidence in candidates with real inner confidence can be particularly valuable to a business.
- Communication Skills
- An Ability and Willingness to Learn
- Team Skills
- Customer Service
- Emotional Intelligence
- Passion
- Promotability
- Believe in honesty because success in life.

PERSONAL PROFILE

Date of Birth	-	17-07-1992
Father's Name	-	Sh. Bal kishan
Marital Status	-	Unmarried
Nationality	-	Indian
Languages Known	-	English, Hindi
Hobbies	-	Watching documentaries, Community group involvement, Dancing and Social media.

I, Gayatri, hereby, declare that the information provided is true to the best of my knowledge.

Date:

Place: New Delhi

(GAYATRI)