



Curriculum Vitae

Name: SHILPA MAHENDRABHAI MARU
Nationality: Indian
Birth Date: 28/12/1984
Gender: Female

Mobile #: +91 9510281284
E-mail: mnsp84@gmail.com
Birth Place: Rajkot, Gujarat, India
Marital Status: Single

Career objectives

Well-organized and reliable with extensive experience of running a busy outlet efficiently. Also able to remain calm under pressure and retain sense of humor and proportion. Dynamic, enthusiastic and flexible. The ability to work with people from different cultural background. I understand the level of professionalism and communication required for a long-term success.

Personal information

Date of Birth : 28th Dec 1984
Nationality : Indian
Sex : Female
Marital Status : Single
Height : 5'
Weight : 45 kgs

Professional skills

1. Excellent interpersonal and communication skills.
2. Adapt easily to new concept and responsibilities.
3. Able to deal with extended pressure, strong on follow through.
4. Excellent and approved customer service.
5. All type of office base work like Banking, Back Office, Fax, Scanner and Copraspondants etc.
6. Ecess Quieck Book Account software regularly, Telly Orecal software Basic knowledge.

Language

- a) English: Excellent
- b) Gujarati: Excellent
- c) Hindi: Excellent

Educational qualification

- a) HSC (Higher Secondary School Certificate) passed in year 2002 with 60% marks.
- b) Bechalore of Commerece in Saurashtra University passed in year 2005 with 60% marks with special subject accounting and finance.
- c) C A PE-II faield in years 2006.

Work Experience

Company: Pankaj Tours & Travels

Nagrik Bhavan (H O), First Floor

Dhebar Road, Para Bazar, Rajkot-360001, Gujarat, India

From: 16th March 2003 - Still Date

Responsibility

- » Customer Service & Feed back
- » All type of Passport, Visa, Ticket Booking and Hotel booking works.
- » All type of back office respncibility like Account maintains, Customer Follow Up.
- » All kind of Banking works and Income Tax related work.
- » Handled customer enquires promptly efficiently.
- » Completed billing transactions, prepared daily to accounts.
- » Worded towards customer satisfaction and garnered customer goodwill.

Skill and Strengths

- » Can provide excellent customer service.
- » Basic Knowledgge of computer like word, excel, and Internet.
- » Can perform and lead with responsibility.
- » Team player and work extremely well independently.
- » Excellent personnel and inter-personnel communication skills.
- » Able to deal with people at any organizational level.
- » Self –motivated, planning and decision making.
- » Organized and efficient with a keen eye for details.
- » Enjoy learning new methods and ideas

Key Responsibilities

- » Day to day running of the company and customer service.
- » Entertain customer complaints and decide appropriate action to be taken based on Established polices and procedures.
- » All type of pares n computer work in travels field.
- » Achieving the monthly and quarterly target.

Other Skills

- » Excellent Communication

- » Highly Optimistic And Workaholic In Achieving Career Goals.
- » Interested In Learning New Technologies And Mastering New Skills.

Soft skills

- » Flexibility skills
- » Interpersonal skills
- » Oral & written Communication skills
- » Motivation skills and leadership skills
- » Initiative skills

Hobbies

- a) Music

Reference

References available upon request.