

BABY RANI CHAUHAN

Customer Relation Manager and HR Executive

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PERSONAL STATEMENT

An outgoing and resilient **Administration Assistant, Customer Service, Operations, Sales & Marketing** professional who can sell a full range of products and services to customers in a professional and customer friendly way. I have a naturally friendly and cooperative attitude that allows me to satisfy the needs of the most demanding customers. I can keep a cool head in busy, complex circumstances and a person who inspires others to work to their optimum. I have the kind of solid office administration experience under my belt that will allow me to make an impact from day one in any company that I work for. I am very dedicated to meeting the expectations of my employer and the requirements of my customers.



MY EXPERTISE

CALL CENTRE SKILLS



CUSTOMER SERVICE



REPORT WRITING



CIRCULERS & MEMO



PUBLIC RELATIONS & BRAND



DATA ENTRY



OFFICE PROCESSES



BUSINESS COMMUNICATION



CUSTOMER RELATION



OFFICE ADMINISTRATION



TRAVEL ARRANGEMENT



SALES & MARKETING



KEY SKILLS

- **Planning & Organizing Skills:** I am adept at setting deadlines, managing competing priorities and responding to a changing environment to deliver results.
- **Personal Attributes and Behavior :** Customer focused, Understand and is responsive to customer's objective and needs, Quickly solves customer's problem.
- **Initiative:** Identifies what needs to be done and takes action before being asked, when the situation requires it.
- **Solution Focused:** Able to problem-solve in order to remove obstacles and achieve high company standards.
- **Business Communication Skills:** I gained valuable skills and experience in research methods and academic writing.
- **Good Team Player with Ability to Lead:** My studies and employment have taught me how to work and co-operate with others and take on a leadership role, where needed, to align team efforts and goals.
- **Quality Oriented:** I am committed towards my work and insight required to provide optimum results at all-time
- **Relationship Builder:** Experience in establishing good rapport with customers in retail and hospitality as well as interacting with other subordinates as well
- **Negotiation/ Influencing:** Can negotiate skillfully in tough situations with both internal and external
- **Cash Management:** Operated and handled cash register, financial transactions, cash banks, cash counter and chiefly accepted payments accordingly along with collecting sales slips as required.

- Handle large amounts of paperwork and data.
- Work within a busy office environment, and support office teams in order to ensure the smooth running of day-to-day activities.
- Communicate clearly with work colleagues using emails etc.
- Handle petty cash, floats and expenses.
- Continually meet and exceed the operational and administrative expectations of employers.
- Provide accurate administration of all paperwork generated at Office level.
- Quickly learn about new in house database systems.
- Find and obtain information and documents quickly.
- Able to adapt tone, language, and style for different customers and situations.
- Handling and recording cash payments from customers.
- Meeting customer expectations in areas such as timeliness, quality, and consistency.
- Building customer relationships and loyalty.
- Projecting a professional image face-to-face, on the phone and via e-mail.
- Able to say 'no' constructively, and give 'bad' news in a tactful way.



ACADEMIA & PROFESSIONAL DEVELOPMENT

NZQA LEVEL 8 POST GRADUATE DIPLOMA

UNITEC INSTITUTE OF TECHNOLOGY,

AUCKLAND, NEW ZEALAND

JUL 2016 – JUNE 2017

Post Graduate Diploma in Business Administration

Bachelors of Arts

BACHELORS DEGREE

KURUKSHETRA UNIVERSITY, INDIA

- 2009



WORK HISTORY

MANAGER - OFFICE ADMINISTRATION

CISCO SYSTEMS INDIA INC., INDIA

FEB 2013 - JUN 2016

- To provide the administrative support to Director, Cisco manager and senior managers.
- Coordinate meetings, prepare reports and other confidential materials, arrange travel, manage expenses and train other support staff
- To maintains executive's appointment schedule by planning and scheduling meetings, conferences, and teleconferences.
- Manage ongoing programs across geographic locations, time zones, languages, and organizational changes in roles and responsibilities.
- Analyze the project and task inter-dependencies on an ongoing basis and hosting the meetings with clients on escalation and to provide the support for resolving the ongoing issue.

EXECUTIVE – HR and CSR

SPY CAM SECURITY SYSTEM, INDIA

JUL 2010 - AUG 2011

- Understanding the requirements thoroughly, and successfully recruiting professionals for the same within a time frame
- Interacting with the technical panel and understanding there requirements
- Sourcing suitable candidates
- Short listing, co-ordination, scheduling & interviewing candidates to assess skill match.
- Inbound and outbound call center functions
- Booking appointments for sales representatives to visit potential customers.
- Training new staff on call logging software.
- Contributed to and participated in team meetings and activities.

ASSISTANT MANAGER

SPICE TRADERS, DEVENPORT, NZ

SEP 2016 – TILL NOW

- To ensure that courteous, efficient and friendly service is provided at times to external and internal customers.
- Coordinating the entire restaurant operation, including front-of-house and back-of-house.
- Performing administrative tasks like inventory management, activity report.
- Handling customer enquiries and complaints & Developed a client book .



REFERENCE CHECK

Available Upon Request