**NATASHA BHATIA**

**Email Id:**[natashabhatia40@gmail.com](mailto:natashabhatia40@gamil.com)

**Mobile No:** – 09953303403

**Profile Summary**

An **immediate joiner** and a dynamic professional with **3years of experience** in **Human Resource** and **Customer relationship Management.**

**Objective**

I am highly motivated who is always willing to put an extra effort into an assignment that I undertake. My strongest assets I believe are my ability to concentrate for long period of time, my willingness to confront difficult problems and the will to perform under pressure.

**Skill Set**

* Operating System - Windows98/XP/2000
* Software Package - Basics in “C”.
* Networking skills.

**Career Profile**

To work with an organization with best of my ability which provides ample challenges & responsibilities along with the authority to fulfill them & ensure the dynamic career growth with stress on individual personality development.

**Work Experience**

**Current Employer: Spaze Towers Pvt. Ltd**

**Designation: Sales Executive (Customer Service)**

**Duration:** November 2014 till Date

**Role& Responsibility:-**

* Managing the correspondence between the sales team and their clients
* Provide all necessary information to customer regarding their product.
* Processing Bookings by Coordinating with operations Team
* Coordinating with various departments; Accounts, Legal, Collection for timely resolution of customer queries.
* Carry out booking, documentation and disbursement procedures.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.
* Delivering a satisfactory response to all customer queries (in person, through telephone or E-Mail)
* Keeps management informed by submitting activity and results reports, such asDaily call reports and transaction reports.
* Maintaining floor plans of different projects.
* Knowledge of KYC (individual and corporate)
* Familiar with various software like: **Pinga** and **Salesforce**.

**Employer: Saluja CAD Consultancy**

**Designation: HR Executive (Recruitment Specialist)**

**Duration:** 1.7 years

**Role & Responsibility:-**

* Understanding Client's requirement and the job description.
* Handling full recruitment cycle.
* Job posting on the subsequent portals.
* Searching for relevant resumes on the job portals
* Preliminary screening/ short-listing of candidates for the required skill matrix.
* Briefing the candidates about the job profile, salary package, organization, etc.
* Conducting interviews at Client’s End.
* Interview follow-ups with the Clients and follow-ups with the candidates’ right from the offer till the joining.
* Maintaining database on the basis of immediate and future requirement.
* Driving employee engagement activities and ensuring increase in motivation & commitment for all Employees.

**Employer: Careers Unlimited**

**Designation: HR Executive**

**Duration:** 7 Months

**Role & Responsibility:-**

* Understanding Client's requirement and the job description.
* Handling full recruitment cycle.
* Job posting on the subsequent portals.
* Searching for relevant resumes on the job portals
* Preliminary screening/ short-listing of candidates for the required skill matrix.
* Briefing the candidates about the job profile, salary package, organization, etc.
* Conducting interviews at Client’s End.
* Interview follow-ups with the Clients and follow-ups with the candidates’ right from the offer till the joining.
* Maintaining database on the basis of immediate and future requirement.
* Driving employee engagement activities and ensuring increase in motivation & commitment for all Employees.

**Project Training**

Two months summer training regarding Employee Engagement at **ESCORTS AGRIMACHINERY Ltd.**

**Achievements**

* Employee of the month – Best performance at **Spaze Towers Pvt. Ltd**

**Academic Record**

* MBA from Manav Rachna College of engineering (MDU Rohtak).
* BCA from Faridabad Institute of Technology (MDU Rohtak).
* XII from Modern school, Faridabad.

**Personal Details**

Date of Birth : 26th August, 1989

Present Address : 3F-9 N.I.T Faridabad, 121001

Languages Known : English & Hindi

Hobbies : Reading, Travelling, Communicating, Basket Ball, Watching movies

**Natasha Bhatia**