

Sneha Kumari

Customer Care Manager

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Objective	To obtain a position where my skills and experience can be utilized to drive success and achieve organizational objectives.	
Personal Information	Gender : Female Nationality : Indian Date of Birth : 03.06.1994	
Education	Dhaneshwari Devnandan Girls High School Matric	Jul 2009 – Jun 2009
	Govt Polytechnic Chapra, Marhowrah Diploma in Mechanical Automobile Engg.	Jul 2010 – Jul 2013
	IGNOU BA	Jan 2023 – Continue
	Intellipaat Post Graduate diploma in UI/UX Design	Jan 2024 – Continue
Experience	Customer Care Manager Guinea Motors Pvt. Ltd	May 2023 – Continue
	Customer Care Manager Aastha Honda Pvt. Ltd. • I work at Aastha Honda as a customer care manager, with my primary focus being customer satisfaction. I handle difficult situations with my skills and facilitate mutual understanding between customers and employees.	Oct 2021 – Apr 2023
	Customer Service Representative, Customer Care Manager Ashiana Automobiles Pvt. Ltd. • I began my career at Ashiana Automobiles Pvt Ltd as a Service Advisor, where I developed a strong understanding of work ethics and customer satisfaction. Shortly after, I was promoted to Customer Care Executive, and within a year, I advanced to the position of Customer Care Manager. In this role, I worked on enhancing customer care policies, increasing satisfaction rates, and tracking the company's overall customer satisfaction throughout the financial year.	Feb 2014 – Continue

Achievement	I received an award from Hyundai for being the best customer care manager.
Language	<div>Hindi</div> <div> <div></div> </div> <div>English</div> <div> <div></div> </div>
Hobbies	<ul style="list-style-type: none"> • Listening Music • Travel • Seeing Movies • Dancing
Skills	<div>Technical Proficiency</div> <div> <div></div> </div> <div>Data Analysis, Report Generation</div> <div> <div></div> </div> <div>Communication</div> <div> <div></div> </div> <div>Adaptability, Leadership, Patience</div> <div> <div></div> </div>