

## **Curriculum Vitae**

**Aprajita Singh**

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### **OBJECTIVE**

An Honest and sincere approach to achieve a reputed place in the organization that provides an atmosphere of mutual growth, and perform to the best of my capabilities, through determination, perseverance and consistency.

### **Experience**

**Organization: Appnit Technologies Pvt Ltd.**

**Duration: Since July 2017 to Present**

**Designation: Administrator cum Executive Assistant.**

- Managing diaries & organizing meetings, appointments.
- Managing databases & delegation sheet
- Received and resolved escalation level complaints from representatives and clients.
- Actively listen to the client's needs and recommended products to meet their requirements.
- Act as the only point of contact between executives and employees/clients.
- Handling all phone calls and mail, screening as appropriate to ensure CEO's time is used efficiently
- Handling Merchants entire complaints/department.
- Organizing events and arranging Client visits.
- Respond promptly to managers' queries.
- Handling end to end recruitment.
- Also, supporting the HR team as per requirements.

**Organization: Homeshop18**

**Duration: April 2015 to July'2017**

**Designation: Grievance Officer**

- Handling CEO and other higher-level escalations.
- Providing Complaint resolution keeping in mind customer's expectations and company's policy.
- Working on consumer forums escalations.
- Convincing customers for withdrawing court/legal cases by providing final resolution.
- Arranging promotional prizes of contests to winners without any delay and following it up regularly.
- Monitoring floor and subordinates as per requirements.

## **ACADEMICS**

Examination	Board/University	Institution	Year of Passing
High School	U.P Board	Noida Girls Inter College G.B Nagar	2011
Intermediate in Science	U.P Board	Pragati Academy	2014
Graduation (B.A)	Delhi University	School of Open Learning	2018

## **COMPUTER SKILLS**

- **Operating System**-Window
- **Proficiency**-MS Office

## **STRENGTHS**

- Positive Attitude.
- Hard Work.
- Self-Motivated.

## **PERSONAL PROFILE**

Father Name : Mr. Ramakant Singh  
Date of Birth : 23rd September 1996  
Gender : Female  
Marital status : Single  
Languages : English, Hindi  
Present Address : Sector -102 Noida 201304

## **DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge, and I bear the responsibility for the correctness of the above mentioned particularly.

Place : Noida

Date : (Aprajita Singh)