

***Name : Nirupma Varma***

***Email :*** [***nirupmavarma207@gmail.com***](mailto:nirupmavarma207@gmail.com)

***Phone : 9810526113***

***I have Completed & Certified by DIDM in Digital Marketing recently:***

*1****.*** *Basic Knowledge of all social media platforms*

***2.*** *Manage and oversee social media content*

*3.**Content creation for different kind of digital platforms like Facebook, Instagram, YouTube ,*

*Twitter etc.*

*4.**Search engine marketing (Google ads)  
5. Social media marketing (Organic and paid)*

*6.**Email marketing*

*7. Affiliate Marketing*

*8. Designed Website on Wordpress.*

*Skills:*

* *Persuasive interacting skills.*
* *Maintained Self-control while dealing with irate Customers.*
* *Clear communication and effective listening skills gave me success.*

***Profile Description : Customer Service Manager***

***Profile Summary:-***

* *Enthusiastic about Customers to deliver maximum satisfaction which is beneficial both for the company's growth as well as Customers / Clients.*
* *Proven track record of problem solver and providing resolution to the Customers to a greater extent.*
* *Interaction with other internal teams to generate the sales leads for productivity and profitability of a Company. Experience 9+ years****.***

***WORK EXPERIENCE :***

*Flaviant Network Pvt.Ltd.*

*Job Title: Office Co-ordinator (operations)*

*Date: March 2022- till date*

***Description Detail***

* *Recovery of due payments & follow-up*
* *Inbound Calls / Outbound calls*
* *Review and summarize reports relating to payments*
* *CRM entries*

***Orange GPS Solutions Pvt. Ltd.*** *Gurgaon, Haryana*

*Job Title: Customer Service Manager*

*Date: August 2018 – November 2021*

***Description Detail***

* Responsible for managing, monitoring & coordinating with customers for any issue / complaints.
* Take ownership of Customer issue / complaint and follow through to resolution.
* Coordination with back -end team to efficiently depute service engineer, to resolve Customer complaint. Collection and follow-up of payments of Customers.
* Review and summarize miscellaneous reports and documents; prepare background documents and outgoing mail as necessary.
* Maintain general e-filing system for every client right from customer complaint to resolution.
* Responsible for Customer Satisfaction and high service quality standards. Work to build and maintain customer trust.

***Pearl Global Industries*** *Gurgaon, Haryana*

*Job Title: Customer Care Officer*

*Date: October 2016 - June 2018*

***Description Detail***

* Handling complaints and provided resolution.
* Prepared various reports on Pivot tables, Excel etc.
* Mail correspondence, Logistics, Payment to Vendors .

***Well conversant with Magento***

***IBM Concentrix Daksh*** *Gurgaon, Haryana*

*Job Title: Customer Care Officer*

*Date: May 2014 - Jan 2015*

***Description Detail***

* Handling Outbound calls / Inbound calls.
* Dealt with Dealers and Customers.
* Email correspondence with Customers and their complaints directed to the concerned team. Handled the complaint management team of 12.
* Resolving issues of Customer at my level.

***Well conversant with Salesforce***

***Jumbo Electronics (IT Division)*** *Dubai, United Arab Emirates*

*Job Title: Office Coordinator*

*Date: February 2002 - March 2003*

***Description Detail***

* Order placing to suppliers & vendors.
* Coordinating with finance, accounts, sales and other departments.
* Preparation of CPC reports and other related calculations.

***Vodafone/Essar Telecom*** *Kanpur, Uttar Pradesh*

*Job Title: Customer Care Executive*

*Date: January 1997 - January 1998*

***Description Detail***

* Coordination with the dealers.
* Handling complaints, providing resolution and attending walk-in-customers queries.
* Attending Outbound / Inbound calls.
* Coordination with Sales, after Sales, Accounts and Regional off***ice***

***Career Highlights:***

* *Introduced suggestion box for feedback of Customers and CRM tool.*
* *Organised data entry system for keeping records of Customers.*
* *Empathized with Customers whenever it was necessary.*

***Education1***

***St.Joseph's Convent Higher Secondary School***

*Board: CBSE*

*Degree:* ***High School***

***Education2***

***Kendriya Vidyalaya***

*Board: CBSE*

*Degree:* ***Higher Secondary***

***Education3***

***Chrish Church College***

*Degree:* ***Bachelor of Commerce***

***Education4***

***Chrish Church College***

*Degree:* ***Master of Commerce***

***Training /Certification:***

*Secretarial Skills from NADIA Training Institute, Dubai, Nadia Institute*

***Awards /Honors:***

*Excellence Award for best Performer in IBM in 2014*

***Computer Proficiency:***

*MS office, Email, Internet Browsing, Social Media*

***Personal Information:***

*Marital Status: Widow*

*Nationality: Indian*

*Passport No.: M0920955*

*Languages Known: Hindi & English*

***Personal interests:***

* *Music, Reading*
* *Outdoors*
* *Cooking*

***Address:***

*Sector 46*

*Gurgaon - 122003*

*Haryana* ***Nirupma Varma***