**BHAWNA ARORA**

CRM executive

Mobile: 9560018162

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Location: Greater Faridabad, Haryana

***Career Summary***

Adaptable CRM executive with the ability to tactfully interact and communicate with clients. Thoroughly and meticulously researches data, interpret benefits and draw conclusions from process connected experiments.

***Core Competencies***

* Analytical
* Hard Worker.
* Mentoring and training.
* Quick Learner.
* Team Worker
* Effective Communicator
* Service Focus

***Work Experience***

**Grofers India Pvt. Ltd- November 2nd, 2017 – October 14th, 2019**

* Analyzing and resolving the queries of Customers on chats/Emails.
* Imparting of trainings and keeping a Quality checks on new hires or other team members.
* Working on month end and quarterly ad-hoc reports which also involves auditing of business profits/ sales.
* Resourcefully document the queries on daily basis and prepare the reports accordingly.
* Presentation of dashboard stating work progress on weekly basis to client.

***Highlights***

* Efficiently coordinate with the internal as well as external clients and provide necessary assistance through email to resolve the queries.
* Tactfully ensure optimal level of customer services and communication with Clients.
* Meticulously coordinate with the team members to ensure the team objectives are achieved
* Sincerity and dedication towards my work with ethical approach.
* Updating colleagues on business performance, new initiatives and related issues.
* Proficient in multi-tasking, problem solving and performance improvement.
* Actively taken part in events organized in office like Fund raising for NGO’s, Go Green Drive.
* Awarded with spot award two times during this short tenure for delivering extraordinary performance.

***Educational Details***

* Qualified BBA in Global International Business from Manav Rachna International University in 2016.
* 12th from CBSE Board in 2013.
* 10th from CBSE Board in 2011.

***I.T Skills***

* MS Office (MS Excel, MS Word, MS Power Point).
* Consumer details capturing system and rectification system.
* Computer literacy in specific programs and apps

***Personal Details***

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| **Date of Birth** | August 7 1995 |
| **Nationality** | Indian |
| **Marital Status** | Unmarried |
| **Languages Known** | English, Hindi, Punjabi |
| **Interests** | Reading Horoscopes, Travelling & Dancing. |
| **Location Preference** | Gurgaon |
| **Address** | C4/23 Sector 85, Greater Faridabad |