ANJANEE KUMAR

Mob No:- 9717736593    [Email-anjanee1990@gmail.com](http://in.mc949.mail.yahoo.com/mc/compose?to=Email-anjanee1990@gmail.com)

[Email-anjanee1990@yahoo.co.in](mailto:Email-anjanee1990@yahoo.co.in)

Linked URL: - [http://in.linkedin.com/pub/anjanee-kumar/1a/a85/627](http://in.linkedin.com/pub/anjanee-kumar/1a/a85/627" \o "View public profile)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OBJECTIVE**:

To obtain a scalable position for the purpose of sharing years of diverse Experiences that Reward all from continuing growth shared by other experiences. An aspiration to work in an Organization of repute where individual skills are recognized and rewarded.

**ACADEMIC QUALIFICATION**:

* 10th passed from CBSE Board.
* 12th passed from CBSE Board.
* BA from Delhi University 3rd year result awaited

**Work Experience**

**Currently working in HCL as Sr. Executive CRM from 3march’14 to till date.**

* Managing the coordination with the team of graphic designers, content reviewers, sales personnel working on the deals site of Getit, www.tradeget.com
* North-India coordination regarding the deals procurement, fulfillment with about 17 stations of Getit, Free Ads and Bizlist.
* Managing interactions with the customers (internal or external) and delegate escalation to respective Manager.
* Coordinating with different department for other day to day activities
* Able to effectively prioritize and manage heavy workload in fast-paced, deadline-oriented environment.
* Presenting Monthly Management Reports for the clients and to the senior authorities every month.
* Appraising Chennai, Pondicherry, Vellore Kolkata, Ludhiana/Punjab/Chandigarh stations on top deal categories, top selling deals and other inputs for improvement.
* Managing job which comprises of enquiry related, Services related, task related & Complaint related calls
* Reviewing site, sorting out discrepancies, improving user flow.
* Giving inputs on improvement of site to Product Development team.
* Ascertaining high customer satisfaction through immediate complaint resolution and ensuring zero error provisioning by focusing on operational efficiency, customer delivery and fulfillment processes.
* Developing revenue growth through customer satisfaction and product mix improvement

**Worked with Getit Infomedia as Executive Fulfillment from 15oct’13 to 28th feb’14.**

* Client Coordination
* MIS
* Customer Support
* Data Feeding/Uploading

**\*Worked in SpotOn Media Pvt. Ltd. (A ValueFirst Group Of Co.) as Associate Operations from 1july2011 to 23july2013.**

* CPM (Promotional Marketing) & CPL (Performance Marketing) Campaigns Handling.
* Conducting the campaign
* Co-ordination and Synchronisation
* Campaign Transition and Termination
* Analyse, maintain, adjust, and troubleshoot existing campaigns and setups.
* Utilize internal dispositions to provide insights to clients and internal departments.
* Drive the scaling and automation of the campaign management process.
* providing the back support for all the activities done in a day.
* Analysis of Various factors for campaigns. (Operators wise, Circle wise, User base etc.)
* Managing the Data base for day to day campaigns effectively. So that leads can be generated efficiently.
* Providing the back end support for all the activities done in a day including deals with the sales team regarding client’s requirement.
* Scheduling and executing the campaigns.
* Coordination with the sales team regarding - Volume Push, No. of Leads to be given to client, Data Usage.
* MIS Making Request.

Inventory Management

* Managing the database for day to day campaigns effectively so that leads can be generated efficiently.
* Taking care of data separately used for each campaign.
* Analysis of data for various factors i.e. operator wise, circle wise, User base, target group and all.

Team Coordination

* Co-ordinating with sales team regarding volume push, no. of leads to be generated, target location, appointment ratios, disposition report and all.
* Co-ordination with tech floor.
* Co-ordinating with team and manager regarding campaigns, generating revenue, clients coordination and all other activities done in a day or month.

**Worked with ARPinfoquest (www.arpinfoquest.net) as a MIS Executive from 10jan2010 to 30june2011.**

**Key Responsibilities Area**

* Resume Formatting, Modifying & updating profiles using MS-Word, Uploading profiles
* Domestic Recruitment, Sourcing, Head Hunting, Reporting, Interviewing on phone.
* Client Handling, Salary Negotiation , Executive Hiring.
* Proficient in recruiting candidates from all levels Junior Level to Senior Level.
* Screening: short listing candidates sourced through portal (Naukri.com, Monster, Times jobs and LinkedIn) and validating them on their experience and interest on the role.
* Experience in IT and Telecom Recruitment.
* Maintaining database of profiles sent to different clients with positions details.
* Sending profiles to different clients as per their desired format.
* Maintaining database of shortlisted & joining candidates.
* Tracking clients for candidate’s reimbursement money.
* Scheduling shortlisted candidates for interviews & sending venue details to candidates.
* Taking feedback of sourced profiles for which shortlisting is pending.
* Taking updates of requirement from clients.
* Bulk mailing

**PERSONAL DETAILS**:

Date of Birth     :  20th May 1990

Father’s Name     :  Mr. L. K. Thakur

Sex        :  Male

Nationality      :  Indian

Marital Status      :  Single

Language Known    :  English & Hindi

Hobby       :   Playing and watching cricket, surfing net, playing computer

games, playing chess, listening songs, watching movies etc.

**DECLARATION**:

I Anjanee Kumar hereby declare that all given statements are true in my knowledge.

Place:  New Delhi

Date: /…/………          (***Anjanee Kumar***)