**Azma Israr**

Tel: - 9999667047

Email: [aziisrar@gmail.com](mailto:aziisrar@gmail.com)

***Assignments to head Operations in the areas of Administrations with an organization of high repute.***

**Summary**

* Experience of 6+ years of with different organisation engaged in different business across Non
* Government Organization and Milk Industry.
* Expertise in handling, Cash, Operation- and Operation-Administration.
* Have handled multiple jobs related Administration, Public Relation, File-Keeping, Assistance, Documentation, Correspondence Papers.
* Possess strategic thinking, relationship building, and punctuality, discipline, administrative & systematic.

**Career Highlights**

**UTC Construction Pvt.Ltd.** **From 1st Dec. 2014 – Till Date**

As a Ass.Customer Care Manager at Noida( Channel Manager )

* prepare and distribute customer activity reports
* maintain customer database and reminder payment plan.
* manage administration
* communicate and coordinate with internal departments
* follow up on customer interactions
* provide feedback on the efficiency of the customer service process
* Resolves product or service related problems by clarifying customer's complaint.
* Maintain customer records by updating account information.
* Ensure outstanding customer satisfaction by maintaining strong working relationships.
* Identify and develop problem solving methodologies to resolve customer issues.
* Coordinate appointments to show homes to prospective buyers
* Answer clients' questions regarding construction work, financing, maintenance, repairs, and appraisals.
* organizing sales visits
* attending trade exhibitions, conferences and meetings
* reviewing sales performance
* Sending out details of new properties on the market to people on your database.

**Crown Honda Pvt. Ltd.** **From 9th March 2014 – 30th Nov.2014**

As a Ass. Customer Care Manager at Noida

* Create presentations to be used during business reviews and other presentations
* Maintain customer information control of attendees of events and reportize and coordinate input into the CRM system
* Manage and quantify the CSI (Customer Satisfaction Index) and SSI (Sales Satisfaction Program) as the direct customer representative.
* Receive and appropriately report through a Ticketing system all customer complaints and feedback as well as manage the feedback and communication process
* Manage and follow through all other reporting as needed and directed.
* Handling inbound complain / inquiries for After Sales.
* Be present at the time of car delivery and manage the delivery ceremony
* Implementation of Best Practices and new customer centric initiatives
* Implementation of CRM activities like “Thank you Letter”, Birthday / Wedding anniversary / Vehicle Anniversary / Festival wishes, Organizing Customer Meets, Movie shows etc.
* Visit to the customer’s place with Sales team to resolve certain complaints, if required.

**Renault Avia auto services Pvt .Ltd. From 16st Aug, 2012 – 05th March 2014**

Sr. Customer care executive at New Delhi Patpadganj

* Dealing with the customers directly via telephone, electronically or face to face
* respond promptly to customer’s inquiries
* handle and resolve customer complaints
* obtain and evaluate all relevant information to handle product and service inquiries
* provide pricing and delivery information
* perform customer verifications
* set up new customer accounts
* process orders, forms, applications and requests
* organize workflow to meet customer timeframes
* direct requests and unresolved issues to the designated resource
* manage customers' accounts
* keep records of customer interactions and transactions
* record details of inquiries, comments and complaints
* record details of actions taken.

**New Era Dairy Engineers (India) Pvt. Ltd. From 17th March, 2009 – 31th May,2012**

*New Era Dairy Engineers (India) Pvt. Ltd. is one of the largest manufactures & exporter of Turnkey Projects of Dairy, Food, and Distillery & Chemical Industry. It’s an ISO 9001: 200 Certified Co.*

***As Admin Officer at Corporate office, Noida Role;***

* Responsible for Front Office work Like Attendance Maintaining, Maintaining of Courier Inward & Outward, Visitors handling EPBX using & Headlining Petty Cash Balance.
* Maintain Books in Excel. Managing day-to-day operations related Cash.
* Coordination with Purchase department, Factory Technical Staff, Accounts Department for preparing Report.
* Day to Day Report present to Managing Director.
* Report to Manager Day Report and Administratively Report to Managing Director.
* Follow up with Debtors regarding payment and Form ‘C’ through E-mail and phone.

**Academic Qualification**

* **B.Com distance education from Choudhary Charan Singh University Meerut in the year of 2007-10.**
* **10+2 Passed from U.P Board of Guru Govind School in the year of 2002.**

**Computer Skill**

Permanent Address Baradari School Sailani Old City Bareilly U.P

Package Known MS-Office, Internet

Marital Status Unmarried

Hobbies Listening to Music and photography

Religion & Nationality Muslim & Indian

Belong from Bareilly Region, State-Uttar Pradesh

**Date :**

**Place** **(Azma Israr)**