**Charanjeet Kapoor**

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A result oriented professional aiming for assignments in office administration/Cust. Support/ Backend operations with a leading organisation of repute.

**PROFILE SUMMARY**

* A competent professional with 5yrs 11 months of experience in cust. Support and backend operations.
* Proficient in handling the activities in coordination with the internal/external department for smooth business operations.
* Demonstrated skills in relationship management coupled with expertise in handling top & confidential correspondence with clients.
* Capable of adopting new measures and understanding the changed circumstances for fast adaptability & ensuring implementation in the organisation for its benefits.
* Proven abilities in providing comprehensive support for executive level staff included scheduling meeting and managing all essential tasks.
* Skills in maintaining records & writing the minutes of the meetings and corresponding with external & internal clients
* An effective communicator with excellent interpersonal, analytical & relationship management skills.

**CORE COMPETENCIES**

* Ensuring smooth operations at all times and maintaining proper decorum & discipline by implementing & modifying the policies & procedures.
* Working closely with the departments to achieve a harmonious working environment and greater operational efficiency.
* Directing the office correspondence, mail management & fixed assets management.
* Monitoring/coordinating activities as appropriate and preparing internal reports for management.
* Gathering / updating data to maintain departmental records & databases.
* Involved in preparing written documentation for the office and evaluating incoming & outgoing correspondence.

**ORGANIZATIONAL EXPERIENCE**

**Company: Nextlevel Sales Promotions, New Delhi**

Designation: Asst. Manager Support & Sales

From July 2010’ to JUNE 2016’

Role:

* Setting departmental objectives, work schedules, budgets, policies and procedure.
* Establishing and maintaining files & records for the office.
* Maintaining a healthy & learning environment ensuring creative & operational development of employees.
* Coordinating with the clients to answer all the queries and ensure complete customer satisfaction.
* Maximising sales at best rates and using up selling techniques to promote all products and services of our company.

**AREA OF EXPERTISE**

* Customer Support
* People Management
* Problem Solving
* Multitasking
* Delegation
* Networking
* Team building

**IT SKILLS**

• Well versed with MS Office (Word, Excel & PowerPoint) and Internet Applications

**ACADEMIC DETAILS**

• Master of Business Administration in Marketing from SMU, Delhi.

• B.Com from Delhi University.

**PERSONAL DETAILS**

Date of Birth: 31st Jan, 1988

Nationality: Indian

Languages Known: English, Hindi & Punjabi

Address: A-65 Parijat Appt. West Enclave,

Pitampura, New Delhi-110036