**Raju Bairwa**

**E-mail** :- bairwa.raju98@gmail.com

**Mobile :- 7210508429**



**OBJECTIVE**

“To contribute my learning & experience in Communications, Organizational & Management skills in the direction of the Company’s Mission”.



**PROFILE**

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* Self-motivated, hardworking and goal-oriented with a high degree of flexibility, creativity, resourcefulness, commitment and optimism.
* Exceptionally good communication skills both verbally and written with the great organizational and management skills.
* Excellent knowledge of marketing strategies and current market advocacies.
* Very energetic, organized and have well public relationship knowledge.
* Great ability to deal with the clients query, problems or complaints.
* Experienced in preparing an attractive and catchy presentation (MS PowerPoint).



**Professional Background**

**Organization - Mas Callnet India Pvt Ltd, Delhi January 2013 – June 2014**

**Designation – Customer Relation Executive (Vodafone Process)**

* Handling High Value customer.
* Research billing issues.
* To handle the queries of customer with proper follow up’s
* Dealing with complaints and queries & coordinating with different departments
* Monitoring the customer onboarding to Vodafone corporate and individual, not only monitoring but also analyzing customer query complain request.
* Provide customers with product and service information
* Handling MNP Postpaid customer retaining customer with offer.
* To handle all customers' grievances & to offer the best deals to the customer.
* Sell product and place customer orders in computer system.

**Organizations- Advance india Builders & Promoters Pvt. Ltd September 2014 to Present**

**Designation- Office Executive**

* Record attendance and checking attendance register.
* Coordinating with all departments.
* Responsible for completing all the joining formalities
* Maintain the employee attendance in Time Management System
* Coordinated with vendors for office supplies, printing and stationery items
* Visit sometime outside for office work.
* Handle the queries of client regarding the projects
* Update the old clients with regards their bookings for the next payments
* Manage the Listing on 99Acres And Magic Bricks



**EDUCATIONAL CREDENTIALS**

* Completed Software Appellation Programming ( 1st division) F-TEC from Delhi
* Graduation in B.A. from Rajasthan University in 2012

**Class XII** 2009

* RBSE Rajasthan Board Jaipur**.**

**Class X** 2007

* RBSE Rajasthan Board Jaipur**.**



**Personal Details**

**Date of Birth :**  January 18, 1990

**Languages Known :**  Hindi & English

**Hobbies** : Playing Cricket & Music

**Gender** :Male

**Permanent Address** : A – 15 J J Camp Tigri New Delhi - 110062



**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: - ………………………..

Date: - ………………………… (Raju Bairwa)