**RESUME**



**Name : SEEMA DHEER**

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**Contact No : 07836814469**

**Objective**

I am seeking a competitive and challenging environment where I can serve your organization, building the success of the company while I experience advancement opportunities.

**Educational Profile**

* Full Time PGDM in “Systems” from MIT School of Telecom Management ,Pune, Maharashtra , got 4.5 CGPA. (Year 2012-2014 batch)
* Full time B.TECH from EIT , Faridabad in “Electronics and Communications” with 65.99% (September 2011)
* Full Time HSC from ST JOHN’S SCHOOL, CBSE BOARD, Faridabad with 72% (March 2006)
* Full Time SSC from ST JOHN’S SCHOOL,CBSE BOARD, Faridabad with 77.2% (March 2004)

**Professional Experience**

1. Name Of Company : One MobiKwik Private Limited

Duration : Jan’15 – July’16

I worked with “One MobiKwik Private Limited” , Gurugram as an “Operation Analyst”

Worked in a consumer grievance department where I use to resolve consumer’s disputes ensuring the customer’s satisfaction and quality of response, adhering to the targets and turnaround time.

I have worked on different platforms such as Payments, Recharge, Accounts, Android, Windows Phone and I-phone category resolving the queries of the customers through E-mails.

Following are the responsibilities that I used to handle on a daily basis:-

Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.Determine all the T&C of the offers that are running and according to the query and respond.

Refer unresolved customer grievances to designated departments for further investigation.

Check to ensure all the escalations that appropriate changes or steps were made to resolve customers' problems.

Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments , as well as actions taken.

Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.

1. Name Of Company – DealPlexus ([www.dealplexus.com](http://www.dealplexus.com))

Duration – October’16 – April’17

I worked with Dealplexus as an ‘Assistant Manager’, Customer Care in Gurugram.

My responsibility was to track the financial deals of the call center agents and maintaining their MIS. Making the tracker report on the daily and monthly basis.

Apart from this on a daily basis I used to handle all the internal customer queries through mails and calls and messenger. Also used to take the feedback calls ensuring the customer engagement.

Making calls to the premium users on weekly basis and converting them into a deal lead or a sale.

Making outbound calls everyday to the new and existing users for profile completion and giving their accounts updation. ,make them aware about the connection requests.

Maintaining the record and making calls for marketing campaigns run by marketing team . Giving follow up calls as per the requirement.

Finding the bugs from the website and getting it resolved from the IT team.

Taking customer escalations to the concerned team and helping the user till it get resolved.

**Additional Course**

* Had done Digital Marketing Course.
* Complete knowledge of SEO, SMO, PPC, Google Adwords, Google Adsense, Google Webmaster, Blogging.

**B.E PROJECTS**

* Final project- Digital respiration rate meter
* Minor project- Telephone line based audio muting and light on system.

**Strengths**

* I am hard working and very confident also believes in firm determination and patience while working.

**Personal Information**

Date of Birth : 26 AUGUST 1989

Gender : FEMALE

Languages Known : ENGLISH, HINDI

Hobbies : PAINTING, READING, COOKING

Permanent Address : H-103, Shiv Sai Vishwa , Shiv Sai Lane , Opposite Challenger Public School,Pune Maharashtra , 411027

**Declaration:**

I confirm that the information provided by me is true to the best of my knowledge and belief.

Place: Pune

Date: