




# Deeksha Sahu

 0-700-027-6449

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 Mandideep, Madhya Pradesh

## CAREER OBJECTIVE

Detail-oriented professional with 1.6 years of experience and a proven knowledge of customer retention, strategic business planning and vendor sourcing. Aiming to leverage my abilities to successfully fill the role at your company.

## EXPERIENCE

### SALES CUSTOMER COMPLAINT ANALYST, Bhopal, Madhya Pradesh

Hyundai motor india limited, July 2021–Present

- Developed team communications and information for meetings.
- Resolved problems, improved operations and provided exceptional service.
- Identified issues, analyzed information and provided solutions to problems.
- Used Microsoft Word and other software tools to create documents and other communications.
- Used coordination and planning skills to achieve results according to schedule.
- Delivered services to customer locations within specific timeframes.
- Responded quickly to meet customer needs and resolve problems.
- Provided product information and resolved concerns to assist customers.
- Provided efficient and courteous service to customers at all times.

### DATA ENTRY OPERATOR, Bhopal, Madhya Pradesh

kingpin Empire, June 2020–June 2021

- Prepared source data for computer entry by compiling and sorting information and establishing entry priorities.
- Created spreadsheets with large numbers of figures without mistakes.
- Trained new team members in company policies and established work processes.
- Produced monthly reports with advanced Excel spreadsheet functions.
- Completed data entry tasks with accuracy and efficiency.
- Sent completed entries for evaluation and final approval.
- Searched, extracted and interpreted information to determine correct input

### EDUCATIONAL COUNSELOR, Bhopal, Madhya Pradesh

ANUMEY CLASSES An Exclusive Institute for IIT-JEE & NEET, March 2019–March 2020

- Connect one to one with students and their parents and knowing their needs and provide them a beneficial course for their future studies
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record.
- Increased student satisfaction by resolving issues.
- Make a healthy relationship with students.

- Planned and conducted orientation programs and group conferences to promote adjustment of individuals to new life experiences, such as starting college.
- Counseled students regarding educational issues, such as course and program selection, class scheduling and registration, school adjustment, truancy, study habits and career planning.
- Attended meetings, educational conferences and training workshops and served on committees.

## EDUCATION

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### **MASTER OF BUSINESS ADMINISTRATION (M.B.A IN MARKETING & FINANCE, Bhopal, MADHYA PRADESH**

Sagar Institute of research and technology, June 2019

### **BACHELOR OF ENGINEERING IN ELECTRICAL & ELECTRONICS ENGINEERING, Bhopal, MADHYA, MADHYA PRADESH**

RGPV, June 2017

### **HIGH SCHOOL DIPLOMA, Mandideep, MADHYA PRADESH**

Girls government higher secondary school, May 2013

## SKILLS

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Promoting Brand And Company Identity Team-Oriented And Cooperative Cultural Awareness

Upselling Products And Services Responding To Difficult Customers Sales Report Generation

Establishing And Maintaining Customer Relationships Patient And Empathetic

Data Entry And Maintenance Calm And Professional Under Pressure

Work On Advance Excel , Work On Power Query, MIS Reporting