# Swati Kumar

### Sr. CRM Executive

O Dehradun, India 248142

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To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



#### **Skills**

- Customer Handling, Leadership, Communication skills, Problem solving skills,
  Attention to details and solid customer care expertise.
- Human resource management
- HR Recruiting



## **Work History**

2022-03 - Current

#### Sr CRM Executive

Trade India, Delhi NCR

- Developed strong communication and organizational skills through working on group projects.
- Exercised leadership capabilities by successfully motivating and inspiring others.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Resolved problems, improved operations and provided exceptional service.
- Identified issues, analyzed information and provided solutions to problems.
- Gained strong leadership skills by managing projects from start to finish.
- Demonstrated respect, friendliness and willingness to help wherever needed.

#### PPC Executive

Venus Injectoplast, Delhi NCR

- Employed accurate forecasting to increase efficiency and reduce waste.
- Developed and deployed industrial automation systems, increasing efficiency and reduce costs.
- Customer Handling

#### **IPQA Officer**

Indian Extrusions, Dehradun

2021-12 - 2022-02

2020-08 - 2021-09

- Managed and archived quality documentation and participated in internal and external quality audits.
- Updated quality control standards, methods, and procedures to meet compliance requirements.
- Improved quality processes for increased efficiency and effectiveness.
- Provided observations, took measurements, and performed tests at various stages according to quality control plan.
- Calibrated instruments and scales in production area and quality lab.

### Trainee Production Engineer

Ecocat India Pvt. Itd., Faridabad

- Decreased in-house production issues by establishing and coordinating sub-contracting and outsourcing requirements and processes.
- Created engineering documentation for manufacturing processes, equipment specifications and change notices.
- Applied lean manufacturing processes to enhance quality, reliability or cost-effectiveness.
- Identified risk mitigation actions to reduce injuries, accidents and hazards in production environment.
- Reviewed product designs for manufacturability or completeness.
- Performed root cause analysis and implemented corrective actions.



### **Education**

Bachelor of Science: Mechanical Engineering

UBTER - Dehradun

The Sapience School - Vikasnagar (Dehradun)

# Software

MS Office

Sofgen ERP

Housekeeping.com

# Languages

English

Hindi

## Certifications

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- Highest number of SGA project in Two wheeler section (Ecocat India Pvt. Itd.)
- Human Resource skills workshop from Tareeqa Global Solutions pvt. ltd.
- HR Recruiter Training Course from Tareeqa Global solution
- HR Generalist &payroll training course from Tareeqa global solution
- HR Analytics Training course
- Talent Acquisition training course
- MS Excel Advanced Training

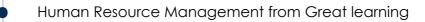
2017-07 - 2019-08

2014-07 - 2017-06

2018-09

2023-05

2023-06





- Reading books
- Interested in art makes paintings and sketches