

Swati Kumar

Sr. CRM Executive



Dehradun, India 248142



+918650727359



2496swatikumar@gmail.com

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.

2021-12 - 2022-02

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

2020-08 - 2021-09

IPQA Officer

Indian Extrusions, Dehradun

2017-07 - 2019-08

- 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. Ltd., 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.

2014-07 - 2017-06



Education

Bachelor of Science: Mechanical Engineering

UBTER - Dehradun

The Sapience School - Vikasnagar (Dehradun)



Software

- MS Office
- Sofgen ERP
- Housekeeping.com



Languages

- English
- Hindi



Certifications

2018-09

- Highest number of SGA project in Two wheeler section (Ecocat India Pvt. Ltd.)

2023-05

- Human Resource skills workshop from Tareeqa Global Solutions pvt. Ltd.

2023-06

- 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

- Human Resource Management from Great learning



Interests

- Reading books
- Interested in art makes paintings and sketches