DPROFESSIONAL SUMMARY

* Total experience 2 years 8 months as Customer care and Backend Support.
* Looking for a company that wants to integrate my knowledge and experiences, where I can enjoy doing my job and making the people around me better at their jobs and become excited to come to work because they enjoy
* Knowledge of MS Excel, MS Word, PowerPoint, Outlook, windows etc.
* Maintain record of products and customers details.
* Provide details of product and resolved query of customers and student.

**Personal Efficiency**

* Strong sense of responsibility and self-motivation.
* Success oriented and outing with a positive attitude.
* Ability to work within a team.

TECHNICAL EXPERIENCE

**Software/Databases:** MS Office 2003/2007/2010 (MS Word, MS Excel, MS PowerPoint & MS Outlook), SQL (L1)

**Operating Systems:** MicrosoftWindows 95 - 10

**Others:** Outbound & Inbound Calls, Customer Service, Customer Care Representative**,** Time Management, Scheduling, Quick Learner, Multi-Tasking, Typing Speed 35 WPM

PROFESSIONAL EXPERIENCE

ROSE INTERNATIONAL, USA (NEW DELHI BRANCH Apr 2018 – Sep 2018

**Admin Associate**

* To ensure that opening statement, key skills and personal attributes respond to the needs of the role, based on the job description.
* Work with recruiters and hiring managers to understand the qualifications they are looking for.
* To design high impact and keyword dense resumes highlighting accomplishments of the candidates.
* To ensure that unique value proposition and career objectives are explicitly stated in the resume.

*Resume Formatting*

* Resume formatting as per client requirement and recruiters.
* Format resumes & modifies candidate’s details as per client.
* Format resume as per position (IT or Non IT).
* Data entry in excel sheet with accuracy (80%).

*Member of Opening Add Team*

* Add opening correctly for all recruiters (Both India and USA).
* Working Knowledge of QPRO software.
* Update reports and communication with manager, RM, associate resource manager, USA client

Database Handling (Field glass)

* Handling the database and Export and import data into web of our client (Kaiser Permanent, Union Bank, Facebook, AT&T, Intuit Inc., First Solar, Delta Airlines, Genuine Parts, & AON Corporation) Based on Pay Rates and Work States for job posting.

KD CAMPUS PVT. LTD Jul 2016 - Jan 2018

*Customer Care Representative*

* Handling office correspondence.
* Solving candidate query.
* Updating information of Govt. Exam.
* Make outbound calls and follow up with candidate.
* Always maintain good telephone etiquettes.
* Managing petty cash.

CONCENTRIC DAKSH SERVICE PVT.LTD Oct 2015 - May 2016

*Customer Care Executive.*

* Providing knowledge of all products, Accessories, clothes, Electronics products etc.
* Manage large amounts of incoming calls
* Resolve customer complaints via phone, email, mail etc.
* Place or cancel orders.
* Use telephones to reach out to customers and verify account information.
* Open and maintain customer accounts by recording account information

EDUCATION

**B.C.A**

JIWAJI University. From Gwalior (M.P)

**Higher Secondary School**

Model higher secondary school from Gwalior M.P Board

**High School**

Model higher secondary school from Gwalior M.P Board