CURRICULUM VITAE

**Renu Kashyap Shrivastava**

Husband Name. : Pradeep K. Shrivastava

Date of Birth : 17th Feb., 1984

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**Career Profile :**- Experienced Middle Management Professional with 6 years of proven work experience with diverse knowledge of handling Operations, Customer Care & Administrative tasks, Seeking a position in Operation/ Administrations to utilize my proficiency and knowledge in a renowned organization.

**Professional Experience .**

**Organization : AKS University Satna M.P.**

**Designation : Former Counselling Head /Marketing-Administration**

**Date of Joining : Jan ‘2012 till June 2014**

**JOB RESPONSIBILITY –**

* Responsible for performing career counselling and administrative tasks like compiling Database of Admission, and Monitoring of Counselling and ergonomic improvement.
* Organising and facilitating a variety of admission counselling and marketing activities eg educational or social Events, Career Seminar etc.
* Training to city offices employees in a techno commercial aspect.
* Coordination with procurement, logistics, support and back end team related to implementation of the process and controlling expenses.
* Organise and manage the Marketing administration, support systems and activities that facilitate the effective running based in higher or further education (HE or FE) servicing committees including academic boards, governing bodies and task groups.
* Administering the 'Student Lifecycle' from registration or admission to graduation or leaving.
* Providing appreciate guidance & support to admited or newly students in a cordial manner to choose the streams as per there knowledge and comprehensive ability, also provide administrative support to Marketing and Academic Team.
* Drafting and interpreting regulations and dealing with queries and complaints procedures.
* preparing of MIS and Ensuring implementation is done as per the agreement signed with the academics.
* Using information systems and preparing reports and statistics for internal and external use and analyse Data from others recourses eg Liaising with partner institutions, other institutions, external agencies, government departments and prospective students.
* Managing key student’s association for continued student welfare desk.
* Liaising with other administrative staff, academic colleagues and students.

**Organization : Media Pro Enterprises India Pvt. Ltd DB Point Jabalpur M.P.**

**Designation : Executive- Operations .**

**Date of Joining : Since Aug ’2011 till June’2012**

**JOB RESPONSIBILITY:–**

* Managed the entire operations of distribution of **Channels** in Jabalpur & Satna Region (Under 20 districts).
* Responsible for analyzing data and conducting market research.
* Handle customer inquiries, complaints, billing questions and payment extension/service requests, Interface daily with internal coordinators in accounting, field services, new business, operations and customer affairs divisions.
* Responsible for responding to customer support request submitted through online support system.
* Proper Analysis & Data Management of Inventory Stock & **CRM.**.
* Responsible for preparing and maintaining records of [Area](http://www.bestsampleresume.com/examples/associate/customer-care-associate.html) of Operations through the sales team & administration.
* Handle the tasks of managing Channel allocation, Activation-Deactivation, customers account, area information in the database.
* Assisted in reviewing the plans and monitoring variances in the organization and Performed other administrative tasks as required
* Handle the tasks of Processing & main customer care line in a cordial manner.
* Establishing and managing the company’s distribution network.
* Overseeing sales and marketing operations for achieving increased growth & profitability.
* Daily reports and official corresponding.

**Organization : Zee Turner Limited DB Point Satna M.P.**

**Designation : Executive- Operations**

**Date of Joining : Since Aug’07 till July’11**

**JOB RESPONSIBILITY:-**

* Monitoring the placement of Zee Turner’s Channel across the 8 Dist-SATNA, REWA, SIDHI, SHAHDOL, UMARIA, TIKAMGARH, and CHHATARPUR & PANNA.
* Created a systematic and reliable manual & computerized customer database.
* Ensuring posting of all payments received month on month timely in SMS (Subscribed Management System) customer’s profile simultaneously updating the same to TM And RO regarding the timely renewal of agreement to establish synchronization between the accounts and the CRM dept of all rural, micro rural and Urban Customer of entire Region of assigned Territory.
* Timely filing of Dealer Agreements, Customer Agreements, Hardware Agreements, Validation Form, IRD Swapping Forms, MRN & MIN and CMS slips of all respective customers.
* Organized and maintained file correspondence, systems and other essential records.
* Activation / Deactivation of boxes allotted or recovered by the customer to strictly cross check each and every MRN & MIN, Further by applying common trouble shooting practice and by coordinating with the technical team sitting at Noida by providing them exact Retrigger Request to activate the same, .
* Keeping strong follow up on ground and the anti piracy team to deactivate the DTH boxes running on ground by gathering prompt information from the sales team for **prevention of Piracy**.
* Reporting the analysis results with ground remark to higher authority for further processing.
* Reporting of **Channel Mapping** for TRP count of **TAM** Area.

**Job profile:-**

* **Customer Service:** Provide excellent service to customers by attention to detail and thoroughly following up on all sales. Effectively respond to clients' requests, inquiries, suggestions, and/or concerns. Monitoring customer satisfaction level out of the product and service from various areas.
* **MIS:** Keeping systematic track of the Polices, generating MIS on weekly basis and providing management with the relevant data regarding the state of business in terms of identifying existing bottlenecks and potential opportunities to increase business***.***
* **Follow-up with the customers*:*** Proper follow-up with the customers for the release of the payment, Service request (wherever required), issue of channel RADA, etc. and other business matters as the situation demands.

Organization : Star India Pvt Limited ( DB Point Satna M.P. )

Designation : S- Coordinator

Date of Joining : from Apr’06 till Mar’07

**JOB RESPONSIBILITY:-**

* Handling the distribution of Star channels across the satna territory
* Customer Support function: Co-coordinating with Internal and External Customers
* Handling sales Agreements and renewals & new implementations.
* Providing MIS & Report on Network Status on a regular basis to the various departments at Regional office.
* Reporting & Prompt De-activation of Piracy through DTH.
* Tracking & Analysis the competitor’s position on the ground..
* To ensure the achievement of the monthly targets given by corporate offices.
* Handling **Critix Software MQS** for customer’s Account statement, Collection entry & Banking.
* Tracking & Analysis the competitor’s position on the ground.

**PROFESSIONAL QUALIFICATION:-**

* **Diploma in Computer Application.**

**EDUCATIONAL QUALIFICATION:-**

* **Masters in Science (Zoology ).**
* **Masters in Social Work**

**PACKAGE KNOWN:**

* MS-Excel, MS-Word, PowerPoint, Well versed with internet tools.

**Hobbies / Interest: -**

* Painting, Reading, Gardening.

**Extra Curricular Activities: -** Actively participated in Inter School. College Cultural Events and

Sports competitions and hobbies include travelling, reading, net surfing, etc.

**Critical Behavioral Competencies:-**

|  |  |
| --- | --- |
| * Teamwork * Communication Skills * Systems Orientation * Target orientation / achievement | * Initiative * Results Orientation * Customer Orientation * People management skills |

**Reference**

Would be provided on request.

**Declaration**

I hereby solemnly declare that above details furnished by me are true to

**Date RENU KASHYAP SHRIVASTAVA**