**CURRICULUM VITAE**



**Whats app Mobile:+971504753686**

**Gulfjobseeker.com CV No:1562958**

E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com)

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**Career Objective:**

My Objective is to be part of a dynamic and challenging work environment that shall provide me with opportunities to develop greater understanding of Human Resource/Customer Service/Business Administration function and enhance my skills and strengths continuously to suit the ever changing business scenarios. To provide my best potential and expertise in attaining a greater customer satisfaction index, thereby increasing the reputation of the organization. To endeavor my zeal and enthusiasm, along with my attractive personality by attracting potential Clients/Customer/Candidates for the monetary growth and development of the Organization.

**Professional Qualification: MBA (HR) - MIEM**

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**Educational Qualifications:**

**Degree Institute Year of Passing Specialization**

MBA MIEM 2015 HR

B.Com DELHI UNIVERSITY 2009 Commerce

H.S.C. RIVZI COLLEGE 2005 Commerce

S.S.C CARDINAL GRACIAS HIGH SCHOOL 2003 \_

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**Professional Experience:**

**1) Company : KEEN ADVERTISING ( Aug 2015 - Dec 2015)**

**Designation : Admin/HR**

**Duration : 5 MONTHS**

**Job Profile:**

* Knowledge of administrative and clerical procedures and system such as word processing, managing files and records, designing forms, and other office procedure and terminology.
* Compile and update employee records (hard and soft copies)
* Analyzing the requirement of organization.
* Analyze the quality people and contact them through phone, Email.
* Recruit the people and perform various recruitment steps.
* Organize and schedule meetings and appointments.
* Submit and reconcile expense reports.
* Preparation of regularly scheduled reports.

**2) Company : NEXUS HR SOLUTIONS (7th Feb 13 - 27th July 15)**

**Designation : HR RECRUITER**

**Duration : 28 MONTHS**

**Job Profile:**

* Sourcing profile from Job Portals, Conducting interview, coordinating with Candidates for Interview.
* Lining up the Interviews, Following up with candidates.
* Knowledge of administrative and clerical procedures and system such as word processing, managing files and records, designing forms, and other office procedure and terminology.
* Typed Office correspondences and emails.
* Prepared to maintain confidential records and file.
* Prepared schedules appointment requisitions supplies and completes routine office reports.
* Maintain records of decision.
* Train and lead student employees and lower graded staff, and when required.

**3**) **Company : NETWORK 18 (17th Sep 10 - 23th Aug 12)**

**Designation: CUSTOMER SERVICE PROFESSIONAL**

**Duration : 21 MONTHS**

**Job Profile:**

* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.

**4) Company : SITEL (19th Aug 07 - 24th May 10)**

**Designation: CUSTOMER SERVICE PROFESSIONAL**

**Duration : 32 MONTHS**

**Job Profile:**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Mainting Customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.

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**Areas of Expertise:**

Business Administration - Employee Relationship - Strategic Planning - Conflict Resolution - Customer Service - Learning and Developing - Planning & Organizing - Leadership - Business Analysis - Listening - Phone Skills - Multi Tasking.

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**Additional Qualifications:**

* Computer Skills: Fluent in Microsoft Word and Excel. Some knowledge of Powerpoint.
* Typing Speed: 25+
* Interests: Enjoy Reading, Watching Movies, Listening Songs.

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**Date of Birth** : 10th Oct 1987

**Marital Status** : Single

**Languages known** : English, Hindi, Marathi and Urdu.

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