**CURRICULUM VITAE**

**REKHA**

[**REKHA.326556@2freemail.com**](mailto:REKHA.326556@2freemail.com) ****

**CARRER OBJECTIVE:**

­­­­­Seeking a challenging and responsible position an enterprising organization where opportunities knowledge enhancement and professional growth.

**PROFESSIONAL EXPERIENCE:**

**Worked with Ritu Hyundai(Service Department) in Kalyan – INDIA as Receptionist cum Customer Care Executive for 34 Months (July 2013 to April 2016)**

**Responsibilities:**

1. Receiving calls from customer for service appointment.
2. Transferring calls to respective department.
3. Preparing Pick up & Drop form of Service appointment.
4. Punching Service appointment & DSI in system.
5. Explaining for Annual Maintenance Contract (AMC) & RSA.
6. Making allocations of Pick up & Drop to driver’s area wise.
7. Entering data accurately into system & Excel & in Register.
8. Filing necessary paper records.
9. Keeping daily records of drivers in Excel & manual.
10. Preparing HMIL Allocation and Track sheet of drivers.
11. Occasionally carrying out various administration tasks like photocopying, filing, etc.
12. Keeping records of stationery required for service section.
13. Allotting service call to Service advisor.
14. Giving daily appointment sheet to team.
15. Receiving feedback from advisors & Customers.
16. Reporting to seniors.

**Worked with Volkswagen (Sales Department) in Thane – INDIA as Customer Care Executive for 10 Months (May 2012 to Feb 2013)**

**Responsibilities:**

1. Entering data accurately into computerized database & Excel.
2. Locate and correct data entry errors.
3. Filing necessary paper records.
4. Ensuring documents meet required quality standards.
5. Handling inbound telephone queries from colleagues / clients.
6. Reviewing validation output and performing specified manual checks on the data to ensure consistency and completeness.
7. Giving daily follow up sheet to team.
8. Occasionally carrying out various administration tasks like photocopying, filing, etc.
9. Passing enquiry to executive.
10. Receiving feedback from Executives & Customers.
11. Reporting to seniors.

**Worked with S.K.Wheels Pvt Ltd True Value (Pre-owned Car Department) in Thane – India as a back office Executive for 9 Months (August 2011 to April 2012)**

**Responsibilities:**

1. Replying for the necessary Emails.
2. Making Valuation and Exchange Entries in system.
3. Making Purchase & Sales Entries in system.
4. Keeping records of Stock in Excel.
5. Giving documents for Transfer Process.
6. Reporting to seniors.

**Worked with Mahindra First Choice Car Planet (Pre-owned Car Department) in Thane – India as a Account Assistant for 1 Year (August 2010 to July 2011)**

**Responsibilities:**

1. Replying for the necessary Emails.
2. Making Purchase & Sales Entries in system.
3. Handling Cash.
4. Making Cheques & Pay Order.
5. Keeping records of Stock.
6. Making Quotation of Vehicles.
7. Reporting to seniors.

**Worked with Fort Point True Value (Pre-owned Car Department) in Thane – India as a back office Executive for 6 Months (February 2010 to July 2010)**

**Responsibilities:**

1. Replying for the necessary Emails.
2. Making Valuation and Exchange Entries in system.
3. Keeping records of Stock in Excel.
4. Making Purchase & Sales Entries in system.
5. Giving documents for Transfer Process.
6. Reporting to seniors.

**ACADEMIC QUALIFICATION:**

Third Year in B—Com, October 2008,

**COLLEGE:** N.K.T.T. College Thane, Maharashtra Board with 2nd Class in Commerce

Higher Secondary School certificate (HSC) February 2005

**COLLEGE:** Gautam College from Thane, Mumbai Board with 2nd class in Commerce.

Secondary School Certificate (SSC), March 2003

**SCHOOL:**KES’s Bhagwati Vidyalaya from Thane – Mumbai

**EXPOSURE TO COMPUTERS:**

1. Word, Excel, Power Point, Paint and Internet.
2. Cleared MS-CIT & TALLY 9.0 from Mumbai - India.

**PERSONAL DETAILS:**

Date of Birth : 10/06/1987

Sex : Female.

Religion : Christian.

Marital Status : Married.

Nationality : Indian.

Language known : English, Hindi, Marathi & Konkani.

**DECLARATION:**

I hereby declare that the information mentioned above is true as per my knowledge.

**Date : 03/08/2016**

**Place : United Arab Emirates**