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|  | Rida |

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|  | Rida.336363@2freemail.com  |

**Objectives**

Working in a challenging environment in an organization whereby I can enhance my skills and strength in conjunction with the company’s goal and objective.

**Profile**

Worked with Hindustan Unilever limited as an MIS Assistant (Planning Management Information System) and Customer Delight Executive (CDE)

* Good team player with ability to achieve goals within stipulated time frames.
* Power to convince and motivate associates to put in their best.

**Work Experience**

Worked with HUL for 4 year from 2006-2010

Worked as Area Assistant, Commercial Assistant, Planning MIS and Customer Delight Executive.

1. **Roles and Responsibilities as a Commercial Assistant**:

I was a member of the TPM Secretariat where I have been able to contribute effectively to the furthering of TPM activities across the Branch.

I was also involved in the secretariat functions for the Depot TPM activities and was also responsible for coordinating with people, both internally and externally on MIS, procedural compliances follow through of minuted actions and administrative activities for the department.

Updating and timely submission of MIS

Branch Commercial Scorecard

Planning related data

Uniconnect data

Sales Tax data.

1. **Roles and Responsibilities as Planning MIS**

Handling MIS for the planning and logistic team using SAP/BIW AND BEX.

Providing them with the MIS on daily and monthly basis which helps them to track the day to day activities and tackle the problems or the losses.

1. **Roles and Responsibilities as Customer Delight Executive**

To ensure 100% resolution on calls such as complaint ,feedback or any kind of calls from the customer , consumer , or dealer and Service Level Agreement (SLA) Compliance and to ensure 100% customer satisfaction.

To make MIS on Lever care and handle calls on grievance and suggestion.

To follow up with concerned lead functions for the closure of calls pending.

1. **Roles & Responsibilities as an Area Assistant :**

Providing high quality Customer Service from back end to internal as well as external customers for maintaining Area Hygiene all the time.

I have been a member of the Welfare team, which is actively involved in organizing and championing of welfare, vitality and safety activities.

* **Project: Area Black Book – A complete book to know the area progress.**

**Education**

* B.com from SIES College Nerul.
* Passed HSC from SIES College Nerul.
* Passed SSC from IES School Vashi.

**Technical Qualification**

* Good Knowledge of Computers

**Other Achievement**

Branch Excellence award received in recognition of the contribution for being the Best CCFOT Branch.

**Personal Details**

Date of Birth : 5th Sept 1985

Marital Status : Married

Religion : Muslim

Linguistic Proficiency : English, Hindi, Malayalam, Marathi

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.