**FARZANA**

**E-mail:** **FARZANA.338695@2freemail.com**

Dynamic Management Professional with 5+ years of experience seeking for a challenging career in Administration and gaining experience in the field to utilize my organizational and Human resource skills, in order to increase productivity of the organization.

|  |
| --- |
| **Professional Skill Summary** |

-Bookkeeping & General Accounting -Public Relations & Customer Service

-Daily & Monthly Business Reporting -Word Processing & Desktop Publishing

-Sales & Expense Reporting -Staff Training, Scheduling & Supervision

-Supply & Materials Management -Oral & Written Communications

|  |
| --- |
| **Education** |

**Year of Completion** **Degree/Certificate** **University/School**

April 2008 Master of Business Administration (MBA) University of ICFAI,India

 (Marketing and Human Resource Management)

May 2006 Bachelor of Arts Shivaji University, India

|  |
| --- |
| **Other Professional Certifications**  |

Sep 2009 Office Automation 2007 Certification Infopark Computers, India

Nov 2002 Diploma in office automation Certification Keerti Computer institute India

Nov 2006 Workshop on Innovation & Creativity ICFAI National College, India

|  |
| --- |
| **Computer Skills** |

MS-Windows 7, Windows XP

MS-Office2007 (Word, Excel, PowerPoint)

Learns new software applications quickly

|  |
| --- |
| **Professional Experience** |

**Customer Care Manager 2014 to 2016**

 Royal Enfield Dealers, India, Solapur

* Ensure the necessary resources and tools are available for quality customer service delivery
* Review customer complaints
* Track customer complaint resolution
* Handle complex and escalated customer service issues
* Maintaining Daily and Monthly Delivery Reports.
* Regular Follow-up with company clients with regards to Maintaining Customer Satisfaction Index.

**Customer Care Executive- 2011 to 2013**

Maruti Suzuki PVT. LTD Company. Chavan Motors –India.

* Effectively communicate with company clients via telephone, face-to-face and written communication.
* Getting regular feedback and comments relating to product contents and pricing as well as business performance.
* Resolvecustomer complaints related to Services.
* Maintaining Daily and Monthly Delivery Reports.
* Regular Follow-up with company clients with regards to Maintaining Customer Satisfaction Index.

**Administrative Assistant- 2008 to 2010**

Kay bee Associates, Maharashtra - Sholapur.

* Organizing meetings, schedules and providing general administrative support to company staff.
* Maintaining Daily & Monthly Business Reports along with Supply & Materials Management for the company and maintaining employee records of the entire organization.

|  |
| --- |
| **Languages** |

English

Hindi

Urdu

Marathi

|  |
| --- |
| **Personal Details** |

Nationality Indian

Date of Birth 15/June/1982

Visa status Husband Visa