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**KHUSHBOO CURRICULUM VITAE**

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**OBJECTIVE**

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| Seeking a challenging position in a reputed and growth oriented organization in E - Commerce Operations & Client Relationship Management, where I can add value to the organization’s growth and contribute towards betterment of the same and self |

**CAREER SNAPSHOT**

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| * 3 years of experience in E – Commerce Operations, Vendor and Client Relationship Management * A result orientated with experience of conducting, analysing and interpreting customer, competitor and market intelligence across the marketing spectrum on customer segmentations and product categories. |

**PROFESSIONAL EXPERIENCE**

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| **Snap deal Pvt Ltd., New Delhi (22nd December, 2014 – 16th August 2016): Key Account Manager**  Snapdeal is an Indian [e-commerce](https://en.wikipedia.org/wiki/E-commerce) company based in [New Delhi](https://en.wikipedia.org/wiki/New_Delhi), [India](https://en.wikipedia.org/wiki/India) having market value worth USD 6.5 billion dollars.  **Responsibilities**  **E-Commerce Operations**   * Managing the entire function for the defined set of accounts (B2B – Snapdeal Vendors / sellers) * Responsible for managing online channels & Projects * Enlisting high in demand accessories and products * Coordinate with the seller regarding category maintained (Product, Price, Promotion and Distribution) * Educate seller to make maximum output through snapdeal.com * Looking after returns and claims resolution   **Vendors & Client Relation Ship**   * Implementing better customer service by introducing one-step resolution for customer grievances. * Responsible for online training, development and on line promotions for various vendors. * Responsible in managing relation with the channel partners * Handling Vendor and customers Return of cash / product related queries. |

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| **Blue Dart Express Ltd.,** New Delhi**,** (January 2014 – 19th December, 2014): **Key Account Operations**  Leading logistics and courier co established in 1991 with net worth of USD 400 Million dollar, head quartered in Mumbai, India  **Responsibilities**   * Work to ensure client satisfaction with an organization’s product and service. * Primary point of contact for a client and customer. * Directing and controlling the processing and fulfilment of orders, fielding customer inquiries and resolving customer complaints. * Business operations provide product training to customers, discuss technical aspects about a product, and oversee marketing campaigns. * Develop procedures; establish standards and track shipments to ensure that delivery occurs timely. * Worked with logistics, transportation, sales and other departments for coordination purposes. * Ensuring quick and professional response to all complaints, request and queries assigned. * Resolution to seller and handle team of 10 members for logistics * Controlling all the roots of Escalations * Monitoring follow ups with different teams * Strategy making to reduce the Escalations Levels Settle Service related issues which may have risen due to some irregularity in the designed process. * Taking care of Returns, damage returns & DOA related queries * Research & Analysis on the Complaints, Resolutions with specified TAT |

**SKILLS**

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| * Comprehensive problem solving abilities and willingness to learn. * Good in inter-personal relationship and communication. * Adapt at juggling multiple tasks in high pressured environment with excellent quality. * Strong problem solver with the ability to provide primary problem diagnosis and coordinate resolution. * Goal oriented, highly focused &self-motivated who excel in high pressure situation. * Reviewing and interpreting the competition after in-depth analysis of market information to assist managers with marketing strategies. |

**INTERNSHIP**

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| **Title** - **Consumer Buying Behaviour at Big Bazaar**  **Company** –Big Bazaar, Patna (Future Value Retail Ltd)  **Role** - Marketing Plans, Internal Support, Internal Relations, Corporate Campaigns & Sales Support, Consumer Insight, Demographics (Buying Behaviour and other Parameters) and Below the Line Activity at Big Bazaar.  **Duration**-60 days |

**IT SKILLS**

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| * Windows – All Versions * MS Office |

**EDUCATIONAL DETAILS**

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| **Course Name** | **College/University** | **Year of Completion** |
| PGDM –Marketing & HR | Galgotias Business School, Greater Noida | 2014 |
| BBA - Marketing | Ad merit Global Business School | 2011 |

**EXTRA CURRICULAR ACCOLADES**

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| * Completed Diploma in System management (DISM) from Aptech, Patna in the year 2011. * Participated in Social Service Activity (Help Age India), & awarded with certificate for three consecutive year (2001, 2002, and 2003). * Participated in Hindustan Times Quiz competition in the year 2001 (Knowledge Index) . * Participated in Bourn Vita Quiz contest (Inter-School Quiz 2003), & Won Third Prize. * Participated in all India essay writing competition, junior category in the year 2003 held by Sahaj Marg Spirituality Foundation, Chennai, & won the prize. |

**PERSONAL DETAILS**

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| * Date of Birth : 06th December, 1991 * Languages Known : English & Hindi * Nationality : Indian |