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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.
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**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
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**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.
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**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
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**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.
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**PERSONAL DETAILS**

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