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**NIKITA**

**NIKITA.363979@2freemail.com**

**Skilled and Personable office assistant with 4.9 years experience providing consistent, approachable customer service and full range of general office support**

 **Professional Abridgement**

* Success streamlining office processes to increase efficiency and improve service.
* Outstanding communication skills; continuously project a highly polished professional image.
* Efficiency schedule appointments and promptly respond to inquiries via e-mail and telephone.
* Excel at developing strong relationships with staff, senior executives, and clients; strong record creating a positive first impression.
* Adapt quickly to new and evolving environments.
* Expertise in Windows XP, MS Office & other Internet / Outlook Application.
* Possess excellent communication with exceptional interpersonal, problem solving, leadership, team-building & presentation skills
* Strong vision and willingness to work hard to take the organisation into a level of desired fame by exhibiting high standards and performance, benchmarked against the best in the sector.

**Qualification Highlights**

* Post graduate diploma in Management in Human Resource from Institute of Management Technology (India)
* Bachelors in B.com from Delhi University, New Delhi (India)
* Higher secondary from Sadhu Vaswani International School, New Delhi (India)

 **Employment Chronicle**

**July 2014 - November 2014 DUBAI FIRST BANK ( Dubai)**

**Job Profile (Sales Officer)**

**Main Responsibilities:**

* Contact potential or existing customers to inform them about a product or service using scripts
* Ask questions to understand customer requirements and close sales
* Identifying customer needs and resolving customer queries
* Go the “extra mile” to meet sales quota and facilitate future sales

**Jan 2013– April 2014 CUBES MAKEUP STUDIO(New Delhi, India)**

**Job Profile (Customer Service Executive)**

**Main Responsibilities:**

* Responsible for ensuring a consistently high standard of presentation in the studio.
* Serve as first point of contact, fielding and routine calls and responding to clients enquiries.
* Answering the questions of customers regarding the organization’s products or services.
* Interacts primarily with guests, involving the utmost in professionalism, ethics and confidentiality.

**Jan 2010– Dec' 2012 WALLNUT PEOPLE SEARCH(New Delhi, India)**

**Job Profile (Customer Service Executive)**

**Main Responsibilities:**

* Organizing Walk-In interviews, liaising with Clients and assessing their requirements on-the-spot.
* Lead the creation of a recruiting and interviewing plan for each open position.
* Respond promptly to all candidates and employer enquiries, concerns and issues.
* Obtaining and evaluating all relevant information through an initial discussion.

**Personal Vitae**

* **Date of Birth:** January 4, 1989
* **Nationality:** Indian
* **Languages:**  English, Hindi
* **Visa Status:** Spouse Visa