**Aarti**

**Aarti.372107@2freemail.com**

A dynamic and self-motivated personality, who enjoys working in a fast-paced and challenging environment to showcase my ability to work as part of a team as well as being able to learn and grow in order to achieve the organisations goals.

Call Centre operations for International Banking and Telecom sector

Front Office and Back Office operations for Utility and Banking secto

**STRENGTHS**

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Competency in

 Customer service, office administration,

reception handling and sales co

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ordination

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Effective at Multi

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tasking

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Can work independently or within a team

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An effective leader with proven abilities in leading

teams during the project phase,

training & guiding

team members

 enabling knowledge sharing among the

team

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**Profile Summary**

**Education**

* H.S.C (Commerce), Vivek Vidyalaya and Junior College, Mumbai India 2012
* S.S.C , St. Paul’s High School, Mumbai India 2010

**Achievements**

* Promoted as an Admin Manager at K7 Biz Solutions.

**Work Experience**

* 7th January 2013 – 28th July 2017 – K7 Biz Solution Pvt Ltd (Mumbai, India)

 Admin Manager

* Managing the office reception desk.
* Answering incoming telephone calls, determines purpose of callers and forward calls to
* appropriate personnel or department.
* Attend the customer calls / inquiries and forwarding proposals to the concerned departments.
* Answer questions about organization and provides callers with address, direction and other
* information.
* Welcomes on site visitors, determines nature of business and announces visitors to appropriate
* personnel.
* Monitor visitors’ access and issues passes when required.
* Receive all mails, faxes, emails and couriers on behalf of the division and forward to the
* concerned personnel.
* Working in close co-ordination with various departments within the organization.
* Managing and updating logs/registers for incoming & outgoing mails.
* Organized diary of appointments, meetings and travel arrangements for the Manager.
* Log incoming call details, raise complaint logs, and raise inquiry sheets.
* Preparing invoices and dispatching them through Courier.
* Correspondence with clients via email, maintaining files with all the correspondence, original documentation, telephone notes etc.
* Research and keeping myself updated with recent updated and process guides.

**Capabilities**

Human Resource Management

* Good Interpersonal Skills - to form effective working relationships with people at all levels.
* Detail Oriented and Organized.
* Ability to Multi Task and Adapt to Challenges.

**I.T. Skills**

* Excellent knowledge of MS Office
* Maintenance of Consumer interactions in CRM

**Personal Details**

Nationality: Indian

Date of Birth: 3rd June 1994

Marital Status: Single

Visa: Visit visa expiring on 30th October 2017

\* I hereby declare that all the above information provided by me is true and to the best of my knowledge

**References**

Available on request.