**NIDHI**

This letter is to introduce myself and to let you know of my interest in becoming a part of your company. The enclosed resume will furnish you with information concerning my overall employment background, training, education and skills. My work abilities are backed up with experiences and knowledge. In each of my previous job experiences, I have performed my assignments with a high degree of skill and professionalism. My current objective is to obtain a position that will fully utilize my skills and offer an opportunity for continued professional growth. I believe in excellence and have always dedicated myself, my talents and my creative abilities to assure the successful accomplishment of any company goals. My positive attitude and willingness to give 150% makes me a valuable asset to any organization that would employ me. I am confident that my skills will be an asset and have a favourable impact in your organization. I look forward to hearing from you in the near future and hopefully to schedule an interview in which I hope to learn more about your company, its goals and plans and how I may be able to contribute to its continued success and growth. Thank you for your time.

Best regards.



**NIDHI**

|  |  |
| --- | --- |
| C/o-Mobile | +971505891826 |
|  |  |
|  |  |
| E-mail | Nidhi.378062@2freemail.com |
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Career Goal

* To take up a challenging assignment & to become a much-respected sought after professional working efficiently and extending my sincere services to my company in which I am employed, I can utilize my proficiency and wide experience for Development

of Organization in a professional manner.



Strength & Synopsis

* I am a hardworking self-motivated, systematic and responsible employee who enjoys the challenge of busy demanding work environment. I enjoy working as a team member and I am used to prioritize workloads under pressure and making a significant contribution to the efficiency of the organization.



Educational Qualifications

* Bachelor in Computer application from Makhanlal Chaturvedi University, INDIA – 2008.
* One year diploma in Aviation & Hospitality Management from AHA Air Hostess Academy Bhopal.



Computer Skills

|  |  |
| --- | --- |
| ➢ OPERATING SYSTEMS | : Windows 98, 2000, XP, 2003. |
| ➢ OFFICE APPLICATIONS | : MS-Office 2003, 2007 |
|  |  |
| Specialization |  |
|  |  |

* Handling customer queries/complains in professional manner.
* Administration activities and Merchandising



Professional Experience

**SHRADDHA ONLINE SERVICES PVT LTD ( APR 2016 TO FEB 2017)**

* Listening to customer requirements and presenting appropriately to make a sale.
* Maintaining and developing relationships with existing customers in person and via

telephone calls and emails towards company progress.

* Responding to incoming email and phone enquiries.
* Acting as a contact between a company and its existing and potential markets.
* Gathering market and customer information to follow up and resolve queries and complaints to meet customer satisfaction.
* Taking order information and submitting documents to the relevant departments.
* Data entry and maintaining customer records accurately.

**AL KANZ JEWELLS(L.L.C) DUBAI ( FROM OCT- 2010 TO DEC – 2015) JOB - TITTLE**: - **CUSTOMER CARE EXECUTIVE**

* Maintain records of goods ordered and received.
* Locate vendors of different carat jewelleries and interview them in order to determine product avilability and terms of sales.
* Prapare and process requistions and purchase order for supplies, control purchasing department budget.
* Analyze market and delivery system in order to asses present and future material avilability.
* Develop and implement purchasing and contract management instruction, policies and procedure.
* Handle department paper work.
* Handling stock in - out.
* Conducting staff briefing for departmental benefits.
* Maintaining sales logbook. Order processing for inventory products as well as placing orders with suppliers.
* Analyzed and balanced exception reports between multiple systems of inventory records
* Audited inventory parts and created reports for presentation to senior management.
* I have worked in several different roles. Assisted customers with product sourcing,
* Performing day to day sales activities.
* To promote up selling link and suggestive selling of all merchandise.
* Stock replenishments.
* Placing orders for Customers from the other outlets.
* Attending seminars of customer service.
* Merchandising.
* Receiving deliveries and stock inventory Conducting training for new staffs by doing role play.

**COMPANY: HOTEL NISARGA( JAN 2010 – JULY 2010)**

**JOB TITTLE:- FRONT OFFICE EXECUTIVE**

* Listening to guest requirements and presenting appropriately to satisfy them..
* Maintaining and developing relationships with existing guests via telephone calls and emails towards company progress.
* Responding to incoming email and phone enquiries.
* Acting as a contact between a company and its existing and potential markets.
* Gathering market and customer information to follow up and resolve queries and complaints to meet guestssatisfaction.
* Taking order information and submitting documents to the relevant departments.
* Data entry and maintaining guests records accurately.

**Training and Achievements**

**Training:-**

➢ CUSTOMER SERVICE PROGRAM FROM KANZ JEWELLS LLC DUBAI, UAE

* PRODUCT KNOWLEDGE KANZ JEWELLS LLC DUBAI, UAE
* APPRECIATION LETTER FROM COMPANY.



Abilities

* Adjustable and habituated to work with the staff of multi-nationals
* Creative, energetic and dedicated to work & Able to face new challenges.

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| --- | --- | --- | --- | --- |
| Personal | Information |  |  |  |
|  |  |  |  |  |
|  |  |  |
| ➢ Date of Birth | : | 28th May 1987 |
| ➢ Nationality | : | INDIAN |  |
| ➢ Marital Status | : | Single |  |
| ➢ Languages | : | English & Hindi, Russian (Begginner) |
|  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Reference** | **: -** Available on request |  |

**Declaration**

* I hereby acknowledge that the above detail is fully authentic to the best of my Knowledge.

Signature

**NIDHI**