**GAURI**

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**Snapshot of experience & career Objective:**

Customer service specialist having an experience of working in India for a leading Public Relations and Advertising conglomerate. I have an experience in Client Relationship, Event Mgmt., Data reporting, documentation and analytics…. Doing all this with a sole objective of providing exceptional customer service to the clients that I use to manage.

I wish to map my career with progressive organization, by offering value addition and achieving experiential growth. Look forward to work with multi-cultural team that enhance my skills / abilities and achieve organization goals.

**Strengths:** Hardworking, Team Player, Responsible and work with ownership / accountability, Organized and most importantly think ways to create more efficiency from customer’s perspective

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| **Scholastics**: | Bachelor in Science (Hons with specialization in “Development Communication & Extension”) |
| **Computer Skills:** | Exceptional computer skills with strong writing skills |
| **Experience:** | Key Customer Service Executive at AD Factors PR (Managedclients like Samsung, Honda, ITDC Hotels, Yes Bank etc..) |

**Summary: Professional Experience**

Key Customer Service Executive at “AD Factors PR Pvt. Ltd” (Leading Public Relations & Advertising conglomerate) from 1st Jan 2016 to 10th March,2018

**Key Roles:**

* Managing client relationship and ensuring providing an exceptional customer service to clients allocated
* Organizing data, documentation and analytical representation for clients allocated
* Managing all payments / expenses with the vendors and the client related expenses. Also, ensuring required approvals are taken within the speculated time
* Keeping all the documents aligned for the organization as well for the client
* Played a key role in identifying areas to improve processes and also to automate the same using relevant software
* Actively participated in data modeling and business modeling
* Managing all the data reporting and billing for the client

**Personal Information:**

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| Date of Birth | 20-May-95 | Nationality | Indian |
| Linguistic Proficiency | Hindi& English | | |
| Parental Information | Father (Banker with Indian Govt. Bank) is retired from Punjab & Sindh Bank & Mother is Home maker | | |