**CURRICULUM VITAE**

**ROMA**

Email ID: roma-390291@2freemail.com

**PROFESSIONAL SUMMARY**

Proactive, friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction.  Timely and professional with extraordinary communication skills and ability to build and cultivate relationships to drive business retention.  Actively seeking a customer service director role where I can utilize my education and experience to add immediate value to an organization.  
Customer service specialist and Admin work with 17 years +’ experience leading teams in driving organizational growth and revenue.  Skilled at developing and implementing comprehensive training programs for staff members to ensure the highest-levels of service are delivered consistently.  Advanced technical skills including proficient use of ERP and Far Vision CRM software.

**EMPLOYMENT HISTORY**

**Administrative Asst. Manager, Raheja Developers Ltd.. New Delhi March 2009 Present**

***My job profile was involved in****:-*

* Welcoming and greeting customers the Front desk.
* Meet customers with pleasant appearance on their arrival to Office Reception and guide them properly with courtesy.
* Provide an efficient and courteous welcome to the customers by arranging to seat them and keep them comfortable till they are attended by the Sales Advisor with minimum waiting time.
* Attending all the incoming calls. / Outgoing Calls
* Recruit, short listed candidates, scheduled interview
* Efficient and courteous handling of telephone calls, provide necessary information /guidance to the caller and transfer the calls to the relevant personnel in the office
* Reception, Visitor Management & Client Logistics.
* Beverage / Lunch Order (like Mineral Water, Tea, and Coffee Powder)
* Dispatch and receive Couriers / Courier Management
* Coordinate and follow-up with other internal Departments, if required, for obtaining relevant information for resolution of queries of clients
* Escorting Clients to the meeting rooms and arranging the right person to attend to his queries.
* Taking Care of the whole hospitality of guests / Customers coming to the office.
* Facilitating faster execution of documents etc for Customers.
* File and retrieve documents Scan, records, and reports
* Responsible for the stock, which is used in a office
* Procurement & selection of vendors
* Arrange for printing of Visiting cards, letterheads etc.
* Printing & Stationery and General Purchases.
* Able to work hands on at all the Department.
* Looking Day to Day official activities
* Manpower management for office boys, drivers etc
* Scheduling interviews with shortlisted candidates.
* Develop & maintain the budget for stationery, couriers, cafeteria, etc.
* Ensuring timely payment & keep records of Rent, electricity, water, flower’s bills.
* Rendering a service to other functions & events within the organization.
* Manage a general staff team members
* Handling Stamp paper's cash & Petty cash.
* Performed other related duties and /or  special  projects as required and assigned
* Take care of Repair maintenance of office equipment's and office premises
* Coordinate with vendors for purchases (POs, cost negotiation) & follow up for payments.
* Supervising Housekeeping
* Maintain  First Aid Box
* ERP Cheques ENTRY
* Stamp Papers Records
* Take care of cleanliness and hygiene is maintained in the reception area and essential housekeeping standards are adhered to represent an appropriate corporate image.
* Take care of all equipment / furniture is always in proper working condition and impeccably maintained.

**Achievements:**

I joined **[Raheja Developers Limited](http://www.rahejabuilders.com/index.asp)**. As a **FRONT DESK Sr. EXECUTIVE** but as per my skills, after some month’s the My HOD’S & Chairman Managing Director of the company decides to change my profile from Sr. Front Desk to **Administration Asst. Manager.**

**IN 2014**

Additional encouragement and monetary incentive, every employee of RDL Group Company shall be entitled for a cash incentive of Rs. 4000/- for every successful booking. In addition the employees who give the maximum number of bookings shall be entitled to grand awards, certificate of appreciation and other benefits from the management.

**My job profile was involved in**

* Actively seek out new sales opportunities through cold calling, marketing activities, networking and references.
* Fixing up site visits for clients and briefing them about the whole project.
* Convincing them on the property investment and its benefits.
* Meticulous follow up with the clients and pursuing them for investing in RDL
* Negotiate/close deals and handle complaints or objections
* Collaborate with team to achieve better results
* Follow up of booking payments
* 100% lead support/ rigorous follow up.
* **Done fetch the booking approx 115+**

**In 2017**

RDL Management R-one office, the whole DDJAY team discussed about the incentive for booking plots under the DDJAY scheme.

**Done fetch the booking approx 35**

**2018 to Till Date,**

**Department HOD’S** decides to change my profile from **Administration Department** to **Customer relation Department**

***My job profile was involved in****:-*

* Backend Coordination
* Scheduled property registries
* Follow-up with Legal Team for Board Regulation’s
* Follow-up with concern Team for Documents
* Follow-up with Accounts Team for registries payment
* RERA Agreement registration
* Follow-up with Advocate for registries & BBA registration Purpose
* Collaborate with team meetings to achieve better results
* Setting targets & assisting team to achieve them  
  Lead Management
* Ensure completion of Registry
* Coordination with multiple stakeholders for fulfillment of Registry
* Manage escalations & resolve them in minimal time
* Ensure adherence of processes & maintain compliance  
  Expert in Excel, & data management
* Planning & execution of plans towards achievement of individual & organizational targets
* Send Birthday Greeting Cards & Flowers to the clients and maintain Data
* Buyback (Revanta & Aranya) backend coordination

**Admin Front Desk Executive, Piyush Group. Delhi, New Delhi Sep. 2007 – Feb. 2009**

**My job profile was involved in**

* Use computers for various applications, such as database management or word processing.
* Create, maintain, and enter information into databases.
* Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
* Schedule and confirm appointments for clients, customers, or supervisors.
* Coordinate conferences, meetings, or special events, such as luncheons or graduation ceremonies.
* Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
* Maintain Daily Call Report
* Looking Day to Day official activities
* Handling customer dealing.
* Handling courier
* Look after the visitors.
* Scheduled meetings of the Property Agents as well as the Managing Director
* Resourcing / Conducting the interviews
* Beverage Order (like Mineral Water, Tea, Coffee  Powder)

**Administrative Officer, FORTUNE BROKING SOLUTION Pvt. Ltd..** Dec. 2006 – Aug. 2007

**My job profile was involved in**

* Perform payroll functions, such as maintaining timekeeping information and processing and submitting payroll.
* Create, maintain, and enter information into databases.
* Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
* Schedule and confirm appointments for clients, customers, or supervisors.
* Maintain sales Daily Report.
* Sending proposals to clients by E-Mail.
* Maintain Daily Call Report
* Looking Day to Day official activities
* Maintain Salary Sheet
* Analysis of international commodities market.
* Making new Business every month

**Sr. HR Executive , Habsons Jobsup Ltd. (www.jobsup.com)** Jan. 2006 – Nov. 2006

* Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
* Review employment applications and job orders to match applicants with job requirements.
* Conduct reference or background checks on job applicants.
* Perform searches for qualified job candidates, using sources such as computer databases, networking, Internet recruiting resources, media advertisements, job fairs, recruiting firms, or employee referrals.
* Contact job applicants to inform them of the status of their applications.
* Interview job applicants to obtain information on work history, training, education, or job skills.
* Coordinate with outside staffing agencies to secure temporary employees, based on departmental needs.
* Maintain Daily Call Report
* Search relevant resumes for requirements.
* Call to candidates.
* Job Post on Sites
* Send E. Mails to candidates.
* Screening & Data Base Administration of the large computerized data bank for potential candidates matching the job profile of the clients.
* Resourcing / Conducting the interviews for Medical Professionals (Doctors, Paramedical & Nursing Staff) Engineers, IT Professionals etc
* Acquire and develop new clients and service them professionally to retain them for long term
* Screening and Briefing Candidates on the client requirements.  
   Co-ordination with the candidates and clients.
* Fix the Appointment of the executives as well as the BDM with the clients & maintain the Data Base in MIS. (Management information systems)
* Preparing New Position Application forms and having them signed off by relevant departments
* Assisting with writing job descriptions
* Posting jobs on Job Portal
* Scan all signed recruitment documents (agency contracts, signed NDAs, signed new position forms etc.) on to the shared drive
* Coordinate with our receptionists to book meeting rooms for interviews
* Preparing agendas and taking minutes in recruitment meetings
* Preparing monthly recruitment reports
* Researching competitors
* Prepare all candidate packs for interviews
* Maintain up to date candidate database
* Maintain vacancy tracker

**Achievements:**  
  
I joined Habsons Jobsup Ltd. As a Tele calling Executive but as per my skills, after one month the Managing Director of the company decides to change my profile from HR Tele calling Executive to **HR Executive**.

**As a Personal Secretary, A.B Pal Electrical Distributors of Philips.** Jul. 2005 – Nov. 2005

**Work Profile:**

* Answer telephones, direct calls, and take messages.Collect, count, and disburse money, do basic bookkeeping, and complete banking transactions.
* Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
* Complete and mail bills, contracts, policies, invoices, or checks.
* Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
* Monitor and direct the work of lower-level staff
* Review files, records, and other documents to obtain information to respond to requests.
* Recruit, interview, and select employees.
* Coordinate or perform activities associated with shipping, receiving, distribution, or transportation..
* Attending all the incoming calls for M.D
* fix up Appointment
* Send and receive faxes.
* Send and receive Couriers.
* Send Proposals & Quotation to Buyers by e-mail

**Office coordinator cum Customer Support Executive , for Gulshan Properties** Sep. 2002 – Jul. 2005

* Attending all the incoming calls.
* Doing outgoing calls for Meetings Fix
* Send and receive faxes.
* Send and receive Couriers.
* Look after the visitors.
* Maintain Bills of expenses.
* Maintenance of Computers, printers, fax machines etc
* Scheduled meetings of the Property Agents as well as the Managing Director.
* Send Proposals & Quotation to Buyers by e-mail
* Maintain Files & Data (soft and hard both) of the clients.
* Ready Rental Property Documents
* Reservation of Board Rooms / meeting rooms in office.
* Supervising Housekeeping
* Attending Guests
* Recruit, interview, and short list candidates
* Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.

**Achievements:**

I joined **Gulshan Properties**  As a Front office Executive but as per my skills, after some time the proprietor of the company decides to change my profile from Front office Executive to **Customer Support Executive**

* Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
* Solicit sales of new or additional services or products.
* Maintain records pertaining to inventory, personnel, orders, supplies, or machine maintenance.
* Coordinate activities with other supervisory personnel or with other work units or departments.
* Coordinate with buyer property parties and solicit sponsorship of such parties to sell merchandise.
* Present purchase offers to sellers for consideration.
* Compare a property with similar properties that have recently sold to determine its competitive market price.
* Promote sales of properties through advertisements, open houses, and participation in multiple listing services.
* Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting.
* Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases.
* Interview clients to determine what kinds of properties they are seeking.
* Coordinate property closings, overseeing signing of documents and disbursement of funds.
* Generate lists of properties that are compatible with buyers' needs and financial resources.
* Contact property owners and advertise services to solicit property sales listings.
* Arrange for title searches to determine whether clients have clear property titles.
* Display commercial, industrial, agricultural, and residential properties to clients and explain their features.
* Review property listings, trade journals, and relevant literature, and attend conventions, seminars, and staff and association meetings to remain knowledgeable about real estate markets.
* Coordinate appointments to show homes to prospective buyers.
* Arrange meetings between buyers and sellers when details of transactions need to be negotiated.
* Rent or lease properties on behalf of clients.

**Office coordinator cum secretary, Purn Parivaar** Apr. 2002 – Aug. 2002

* Maintain financial records, order merchandise, or prepare accounts.
* Send and receive faxes.
* Send and receive Couriers.
* Look after the visitors.
* Maintain Bills of expenses.
* Maintain sales Daily Report.
* Attending Guests
* Bills Maintain
* Demonstrate or explain products, methods, or services to persuade customers to purchase products or use services.
* Coordinate with other professionals, such as contractors, architects, engineers, and plumbers, to ensure job success.
* Book Appointments for services
* Team Roster with responsibility for client appointments for services

**Showroom Sales Coordinator, Rajkishore Jewellers . Jan. 2002 – Mar. 2002**

* Schedule client appointments.
* Demonstrate or explain products, methods, or services to persuade customers to purchase products or use services.
* Sell products being promoted and keep records of sales.
* Set up and arrange displays or demonstration areas to attract the attention of prospective customers.
* Suggest specific product purchases to meet customers' needs.
* Instruct customers in alteration of products.
* SALE GOLD, GOLD JEWELRY, RINGS, NECKLACE, DIAMOND JEWELRY, PRECIOUS & SEMI PRECIOUS STONES Diamond Jewellery.
* Find new design on website

**Education**

* Pursuing MBA, Master of Business Administration Apr. 2016 From J.R.N Janardan Rai Nagar Rajasthan Vidyapeeth (Deemed-to-be University), Pratap Nagar, Udaipur, Rajasthan

Subjects: - Management Theory & Practice / Managerial Economics / Accounting for Managers/

Organizational Behaviour / Quantitative Techniques / Business Ethics & Values

* Karnataka State Open University, Mysuru, Karnataka

Associate of Arts, Hindi / English /Ichres/ History/ Pol. Science / Economics,

* Senior Secondary passed
* Matriculation passed
* **Technical Qualification:**1) **Basic Six Months Computer Course from CCS having knowledge of:**
* Window-98, 2002, XP
* Microsoft Access
* M.S- DOS Prompt
* PageMaker
* Data Base Maintain in Smart Deal Software
* Ms Word.
* Ms Excel.
* Ms PowerPoint.
* Internet.

2) **Done Career Edge six months Computer course**

* Using Linex
* Programming Logic & Techniques
* Data Base management using SQL 7.0
* Hyper Text markup Language (CBT), (HTML)
* Macro
* Internet

**Personal skills:**  
Comprehensive problem solving abilities, ability to deal with people diplomatically, willingness to learn, team facilitator, striving for perfection.

**Highlights**

* Good communication skills.
* Good analytical aptitude
* Strong problem solving skills
* Quickly absorb and retain new information and procedures.

**Main Personality Attributes & Qualities**

* Conscientious
* Responsible person
* Hard worker
* Respectful
* Hospitable
* High energy
* Infectiously enthusiastic
* Presentable
* Polite
* Motivated
* Ambitious
* Curious
* Honest

**Personal Details:**Husband Name : Mr. Tejaswi Babbar   
Date of Birth : 04- August-1984  
Marital Status : Married CHILDREN’S : 1 Girl (2011 Born) / 1 Boy (2014 Born) Languages known : English, Hindi and Punjabi.  
Hobbies : Money Saving, Listening Music, Religious Music, Driving, Travelling,