**Curriculum Vitae**

#  NISHA

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# Objective:

#  Seeking a Position in Admin /HR/Operations/ Customer service with a reputed Organization where my education & experience will have positive contribution.

**Work Experience**:

1. as a Receptionist cum Customer Service Executive (Dubai, UAE) Since 3rd April’19 to 20th Oct 2019

## **Job Profile:-**

* Contribute to team effort by accomplishing related results as needed.
* Identify and assess customers' needs to achieve satisfaction.
* Build sustainable relationships of trust through open and interactive communication.
* Provide accurate, valid and complete information by using the right methods/tools.
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents.
* Follow communication procedures, guidelines and policies.
* Go the extra mile to engage customers.
* Advise on company information.
* Handle changes in policies or renewals.
1. **Jacobsons Direct Marketing LLC** as a Telesales (Dubai, UAE) Since 17th Feb’19 to 25th March’19 (On a one month project)

## **Job Profile:-**

* + Contact potential or existing customers to inform them about a product or service using scripts.
	+ Answer questions about products or the company.
	+ Ask questions to understand customer requirements and close sales.
	+ Direct prospects to the field sales team when needed
	+ Enter and update customer information in the database
	+ Take and process orders in an accurate manner
	+ Handle grievances to preserve the company’s reputation.
	+ Go the “extra mile” to meet sales quota and facilitate future sales
	+ Keep records of calls and sales and note useful information.
1. **TIPL (Toshniwal Industries Pvt. Ltd.)** as a Jr. Executive- PR (Payment Release)/ Accounts Payable Officer. Since Nov’17 to Feb’18

## **Job Profile:-**

* + Keeping track of all the payments and expenditures, including purchase orders, invoices, statements, etc.
	+ Reconciling processed work by verifying entries and comparing system reports to balances.
	+ Maintaining historical records.
	+ Maintaining of records of returned products.
	+ Ensuring that customer may receive all documents related products.
	+ Paying vendors by scheduling pay checks and ensuring payment is received for outstanding credit; generally responding to all vendor enquiries regarding finance.
	+ Preparing analyses of accounts and producing monthly reports.
	+ Continuing to improve the payment process.

**4) Recruito Pvt. Ltd. (HR Consultancy)** as a HR Executive since Dec’16 to Oct’17.

## **Job Profile:-**

* + Understand the requirement & job description as per hiring criteria.
	+ Handling all functions of recruitment from sourcing of candidates through in house database, portals and referrals.
	+ Scrutinizing, screening and short listing of resumes based on specific criteria, skills, platforms, qualifications and relevant experience.
	+ Interacting /do telephonic interview with candidates for scheduling/lining of interviews.
	+ Achieving set targets.
	+ Maintain candidates tracking sheet & MIS reports for keep better track with the management.
	+ Taking care of end to end recruitment process. (Requirement of position to offer letter/salary break-up to joining).

# Technical Knowledge:

* + MS Office
	+ Tally ERP.9
	+ Graphic Designing

# Education:

 **Master in Commerce**, MDS University, Ajmer, (Raj.) Year 2018

 **Bachelor in Commerce,** MDS University, Ajmer, (Raj.) Year 2016

# Personal Detail:

Date of Birth: 09th October, 1994

Language Known: English, Hindi, French (DELF),

Marital Status: Married

Visa Status: Husband Sponsored Visa (Valid up to13/01/2022) Nationality: Indian

Email: nisha-396305@gulfjobseeker.com

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

# (NISHA)