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| **Kiran**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  |  | | | |  |  |  |  |  |  | |  | **8+** Years experienced **ADMINISTRATION/ CUSTOMER SERVICE** professionalwith a proven track record of enhancing client satisfaction. Adept in bringing process improvement in administrative procedures saving man hours thereby contributing to bottom line profitability for the organisations worked with. Proven expertise in handling and retaining difficult customers turning them into long term clients of the employer. | | | |  | |  |  |  |  |  |  |   **Experience**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | |  | **The M.A.I.D.C. Ltd, Pune, India**  **Administration Clerk /Assistant (Sep 2012 – Nov 2018)** | | | |  |  |  |  | | | |  |  |  |  |  |  | |  | **ACHIEVEMENTS**   * Implemented **customer administrative procedures** adherent to corporate policies resulting in improved customer satisfaction and retention. * **Effective co-ordination of hiring procedures** resulting in reduced man hours contributing to bottom line profitability of the organisation. * **Cost reduction strategies on overheads** contributing to **baseline profitability.** * **Time reductions in operations management** resulting in saving of man-hours.   **DUTIES AND RESPONSIBILITIES**   * Carrying out **large volumes of filing with accuracy and efficiency.** * Maintaining an **effective administration system**. * Responding & resolving **administrative problems**. * Managing related legislative, **regulatory and compliance issues.** * Running the company **reception area**. * **Producing information** by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics. * **Maintaining executive's appointment, travel arrangements**, meetings and conferences. * **Representing the executive** by attending meetings in the executive's absence. * Securing information by completing **database backups** with the help of IT Personnel. * **Receiving deliveries, couriers**, incoming faxes & arranging distribution to recipients. * Handling external or internal **communication or management systems.** * **Monitor inventory of office supplies** and the purchasing of new material. * **Oversee facilities services**, maintenance activities and tradespersons (e.g. electricians). * **Maintaining a clean** and enjoyable working environment. |  |   **PREVIOUS EXPERIENCE**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | |  | **ZenSar Technologies Ltd. (International ITES Co) India**  **Customer Service Executive (Housekeeping)**  **Sep 2008 – Apr 2010** | | | |  |  |  |  | **ACHIEVEMENTS**   * Ensured adherence to **safety procedures** protecting **corporate brand image** and **reduced incidents**. * Proactive time allocation and sourcing methodologies enabling the **smooth running of the projects**. * Prompt deliveries of **business communications and HSE mock drills.**   **DUTIES AND RESPONSIBILITIES**   * **Plan and coordinate customer service** procedures and systems. * Work with **customer service** manager to ensure proper customer service is being delivered. * **Providing the highest levels of customer service**, thereby creating customer loyalty. * Developing, **maintaining customer relationships**. * New **customer account creation** and changing or modifying **customer details on the CRM** as required. * **Advises customers** by providing information on products. * **Welcoming guests** and customers by greeting them and answering or directing inquiries. * Resolve **customer complaints** via phone, mail, or social media. * Communicating **repair needs to maintenance staff.** * **Placed orders for housekeeping supplies** and guest toiletries. * **Verifying the payment information of guest.** * Conducting and providing **Mock Drill & Evacuation, Housekeeping Inspection.** |  | |  | Email: [kiran.388172@2freemail.com](mailto:kiran.388172@2freemail.com)  **Nationality**: Indian  **Professional skills**  **ADMINISTRATIVE SUPPORT**  **CUSTOMER SERVICE**  **HOUSEKEEPING**  **CRM/ CLIENT RETENTION**  **DOCUMENTATION & REPORTING**  **FACILITIES MANAGEMENT**  **CALENDAR MANAGEMENT**  **ORGANIZING MEETINGS**  **RESOLVING PAYMENT ISSUES**  **HSE MOCK DRILLS & SAFETY**  **COMPLAINT HANDLING**  **RELATIONSHIP BUILDING**  **EMPLOYEE SATISFACTION**  **Personal info**  **Gender** : Male  **Languages**: English, Hindi and Marathi.  **DOB** : 30th Sep 1979  **Marital Status**: Married  **Disability Status**: Orthopaedic Handicapped.  **EDUCATION**   |  |  |  | | --- | --- | --- | |  |  | **Bachelor of Commerce (2006)**  Deogiri College, Aurangabad.    **Higher Secondary (2003)**  Deogiri College, Aurangabad.  **MS-CIT and GCC Examination** (Computer Literacy &Typewriting) |   **Computer Skills**  ERP applications, SAP, ERP, 50+ W.P.M. Typing, Internet and Ms-Office. |