

RESUME

MONIKA

Add: Near H.K public School,
Harkesh Nagar.
Faridabad -121003

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CAREER OBJECTIVES

To work in an organization which will provides me with ample opportunities to enhance my skills and knowledge along with contributing to the growth of the organization.

EDUCATIONAL QUALIFICATIONS

- Pursuing M.A(political science)from ignou
- BA(programme)from Delhi University
- Completed 12th from HBSE
- 10th from HBSE.

COMPUTER SKILLS

- Basic computer knowledge with MS-Excel & Word
- Emailing & internet

TRAINING

Completed 60th days of personality development training program (online) from GROW Centre, Dr. Reddy's Foundation

EXPERIENCE

- 1 Years working experience in CROMA as a Customer Executive & Customer Service Desk .(15 Jan 2021-Current)
- Greeting walk-in customers and helping them to choose the right product to their preference.

- Solving queries of customers and explaining them the specifications of the product.
- After sales if the customer has any problem or querie,helping them to get it resolved through routing it to concerned department and till the time problem is not resolved taking follow up of that.
- Explaining customers about the new offers going on so that customer can get the best deal.
- Working on CRM(Customer relationship management) through calls and mails.
- Handling the billing department

STRENGTHS

- Honest
- Hard working
- Punctual
- Confident

PERSONAL DETAILS

Father's name : Mr. Suresh chand Sharma
D.O.B : 28/Dec/2000
Gender : Female
Marital status : Unmarried
Nationality : Indian
Language known : Hindi and English
Hobby : Dancing & involving in social work services

I hereby declare the above given information to be true to my best and believe.

Place:

Date:

(Monika)

