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## KEY ACHIEVEMENTS

-  **Enhanced Customer Satisfaction**  
Increased customer satisfaction by 15% through efficient dealership management.
-  **Streamlined Insurance Renewals**  
Processed over 150 insurance renewals monthly, maintaining 95% accuracy.
-  **Optimized Inventory Management**  
Managed inventory system, ensuring 99% stock accuracy for two consecutive years.
-  **Improved Service Entry Time**  
Achieved 20% reduction in service entry time using Tally Prime efficiently.

## STRENGTHS

-  **Strengths**  
Goal oriented and dedicated person with positive attitude and a lot of confidence

## LANGUAGES

Hindi Native ●●●●●  
English Intermediate ●●●●●

## SKILLS

Adobe Photoshop · IAM ·  
Microsoft Suite · Photoshop · Tally

## COURSES

Tally prime 9.0

# ARPITA SRIVASTAVA

DMS/CDMS Operator | Dealership Management | Customer Service | Operational Efficiency

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Laxmi Garden, Opp-DAV School, Gurgaon Sector-11, Khandsa Road, India

## SUMMARY

I am a dedicated professional with extensive experience in dealership management and customer service. I have worked in various roles where I've successfully managed multiple systems and customer interactions while ensuring operational efficiency. My educational background in Electronics Engineering complements my technical expertise, making me a well-rounded candidate eager to contribute to a team-oriented environment

## EXPERIENCE

**DMS/CDMS Operator** 11/2015 - Present  
**GSM Bajaj** Gurgaon

2W Bajaj Authorised Dealership

- Punching Job Card
- Update Customer Voice
- Sale & Service Billing
- Spare Billing
- Insurance Renewal & New Bikes
- Knowledge of VAHAN
- Punching Enquiry
- Update Attendance Sheet
- Update Daily Collection & Service Report Sheet
- Sale & Service entry in Tally Prime

**DMS Operator** 10/2009 - 10/2011  
**VINAYAK BAJAJ Ltd** Varanasi, India

Dealership Management System Operator based at Varanasi HQ

- Maintaining DMS (Dealership Management System)
- Maintaining EMS (Enquiry Maintaining System)
- Stock Maintaining
- Maintaining Service Coupon & Order
- Maintaining Spare & parts
- Maintaining Customer Warranty Claim

**Computer Operator** 01/2011 - 01/2012  
**Aegon Religare Life Insurance** Not specified

Worked as a Computer Operator

- Maintaining DSR Report
- Login Proposal Form

## EDUCATION

**Intermediate** 01/2005 - 01/2005  
**U.P. Board** India

**Diploma** 06/2005 - 01/2008  
**Government girls polytechnic** India