



# Himani Bisht

## OBJECTIVE

Seeking my career to utilize my knowledge, personal skills to gain comprehensive understanding at a reputed organization so as to take responsibility and contribute significantly.

## PERMANENT ADDRESS

Near Saraswati Academy block ofc.  
.Bhagwanpur , Haldwani, Nainital,  
Uttarakhand (263139)

## RESIDENTIAL ADDRESS

3<sup>RD</sup> FLOOR R8 H , R BLOCK  
DILSHAD GARDEN , NEW DELHI

## CONTACT

PHONE:  
7417781359

EMAIL:  
himanibisht563@gmail.com

## TECHNICAL SKILLS

MSOffice, Tally, MS Excel, MS Word

## DATE OF BIRTH

September 17 ,2000

## HOBBIES

Listening Music  
Watching Movies,  
I like to know about new things

- **Kumaon University, Haldwani, Nainital, Uttarakhand, – SEPTEMBER 2021**  
Bachelor of Commerce  
Percentage: 61.04%

- **Gic Narayan nagar , Haldwani, Nainital, Uttarakhand, March 2017**  
intermediate  
Major Subjects: physics , maths , chemistry , English  
Percentage: 72%.

- **Gic Narayan Nagar , Haldwani, Nainital, Uttarakhand, March 2015**  
High school  
Percentage: 78.9

## WORK EXPERIENCE-

- **DPS Cars tata motors dealership As a CRM.**  
**Time Period: 2 years (110095)**

Responsibilities –

- \* Give report to the team head daily.
- \* Customer relationship management.
- \* Servicing & office management & customer satisfaction.
- \* Team management
- \* Target achievement
- \* Mapping in A DMS & MIS SERVICE
- \* Create user id CRMDMS Position & Responsibility
- \* Work on complaints & resolve
- \* When load very I also attend to the customer
- \* PSF Management
- \* EDP (billing)PTD. PCD mention.
- \* Punch (EW, RSA, AMC) etc.
- \* Good relationship with customers.
- \* Fill feedback& customer satisfaction notes.
- \* Estimate & tax invoice.
- \* Daily advisor report.

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## 2. Planet Honda Haldwani dealership AS A CRM

Time Period:

4 years (263139)

### Responsibilities

- Punch (Ew , RSA ,AMC)etc .
- Good relationship with customers.
- Fill feedback& customer satisfaction notes.
- Estimate & tax invoice.
- Daily advisor/Cre report.
- Give report to the team head daily.
- Customer relationship management.
- Service & office management & customer satisfaction.
- Team management
- Target achievement

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### WORKS AT.

- **AS A CRM Group project: Financial Analysis of a company: Tata motors.**

Our project is to analyze the financial statement of Tata Motors After Billing the Income of workshop, Balance Sheet and Cash Flow statement we find that the overall performance of the company was very good.