

CURRICULUM VITAE

ANCHAL RANI

PRESENT ADDRESS

Address- Bhaniyawala

Dehradun-248001

Mob No : 8755795809

E-mail Id ranianchal33@gmail.com

SUMMARY:-

Dedicated professional with over 7 years of leadership in customer experience, skilled in employee engagement and developing high-performing teams. Proficient in implementing innovative strategies to improve service quality, streamline processes and increase sales customer satisfaction skilled in problem solving conflict, resolution and strong customer relationship with.

SKILLS:-

- ❖ Excel Proficiency
- ❖ MS Office proficiency
- ❖ Tally-7.0, 9.1
- ❖ Internet Knowledge
- ❖ Multi-Tasking in it system
- ❖ Team leadership

EXPERIENCE WORK:-

1. **Customer Relationship Manager/Assistant Manager**
UTTARAKHAND HYUNDAI Roorkee since Dec 2019- Jun 2024.
 - ★ Handling customer complaints and resolved it in a timely manner by providing appropriate solutions or alternative.
 - ★ Generated reports on Customer feedback and identified areas of improvement.
 - ★ Prepared monthly reports of sales target achieve
 - ★ Advised team members on how best to handle difficult situations when dealing with customers
 - ★ Assist the Sales team to achieve their monthly Target and contribute innovative ideas and solutions to enhance team performance and outcomes
 - ★ Tracking customer issue on daily basis .Provided feedback to management and sales consultant.
 - ★ Conducted regular meeting with employees to discuss performance goals and objectives.
 - ★ Created and presented monthly reports to management on sales customer satisfaction performance.
 - ★ Analyzed competitors and market trends to facilitate business growth.

- ★ Constructed and managed an effective customer service team that included recruitment ,onboarding and training.
- ★ Handling insurance, Rto departments.
- ★ Arrange Conference Meets for generate new business.

2. Assistant Quality Manager

NEXA Roorkee since June 2017 – Nov 2019.

- ★ Create customer satisfaction data on daily basis
- ★ Resolved customer complaint promptly and professionally.
- ★ Gathered customer feedback to suggestions for improve delivery experience,
- ★ Tracking enquiry reports on daily basis.
- ★ Handling & generating new insurance policy by portal ,
- ★ Maintain RTO tracking data of new vehicle registration
- ★ Handling incoming calls & emails ,providing prompt responses or directing queries to appropriate departments.
- ★ Managed general inbox enquiries by personally responding to emails or forwarding to relevant employees where required.
- ★ Operate software for create invoices

ACADEMIC QUALIFICATION:-

- ✓ High School Passed from Kendriya Vidhyalaya as CBSE Board in year 2013.
- ✓ Intermediate passed from Kendriya Vidhyalaya CBSE Board in year 2015.
- ✓ Graduation (B.com) passed from HNB Garhwal University in year 2018.
- ✓ Post-graduation (M.B.A) passed from SUBHARTHI University Meerut in year 2021.

PERSONAL INFORMATION:-

Husband's Name	:	Mr, Rishabh kumar
Date of Birth	:	15 th /03 /1998
Gender	:	Female
Marital Status	:	Married
Nationality	:	Indian
Religion	:	Hindu
Language Known	:	Hindi & English