

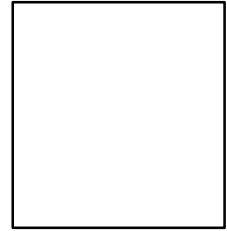
## CURRICULUM VITAE

# NIBHA KUMARI

Address - Sector 3F, Vaishali, Ghaziabad, Uttar Pradesh 201010

**Mobile No**-9334938326

**Email ID**-nibhasinha9334@gmail.com



### OBJECTIVE:

- To work in a challenging atmosphere and tendency to learn at every stage of life.

### EDUCATION QUALIFICATION:

- ✓ Passed Matriculation in 2014 from BSEB Patna.
- ✓ Passed Intermediate in 2016 from BSEB Patna.
- ✓ Completed B.Com (Accountancy) in 2019 from BRA Bihar University.

### PROFESSIONAL QUALIFICATION:

- ❖ Completed vocational training program in BPO Voice ICT-706, BPO, Computer Basic and Voice & Accent from DDU GKY, Muzaffarpur.

### WORK EXPERIENCE

- **(Vision India Service Pvt. Ltd.) (MIS Executive)**  
(1 Aug 2017 to 3 Aug 2019)

#### D KEY RESPONSIBILITIES

- Creating batch on SDMS Portal.
- Registering candidates on SDMS portal.
- Enrolling candidates on SDMS Portal.
- Freezing batches on SDMS portal.
- Preparing all the database of enrolled candidates.

- **(Aaryaa Properties Buildtech Pvt. Ltd.) (MIS Executive)**  
(9 Aug 2019 to 11 Jun 2020)

#### D KEY RESPONSIBILITIES

- Updating the Booked Plots on Portal.
- Updating the Booked Plot Monthly, Weekly and Daily Tracker Sheet.
- Billing & form filling of booked plots.
- Verifying on call for EMI Payment.

- **(Vision India Service Pvt. Ltd.) (Team Leader)**  
(20 Jun 2020 to 7 Nov 2020)

#### D KEY RESPONSIBILITIES

- Assigning the call all team members.
- Explaining about the Work before assigned.
- Sharing the team's hourly activity report to the Center Manager.
- Updating the social media activity reports in Google sheet tracker.

- Sharing full day activity report of the team with the center manager.

➤ **(Goberdhan Motors) (CRM)**

(2 Jan 2021 to 10 May 2022)

**D KEY RESPONSIBILITIES**

- Opening of booking on DMS portal.
- Invoice of Vehicles on DMS portal.
- Delivering vehicles on DMS portal.
- Closing the complaint on Nissan Portal and Dealer DMS..
- Calling on 3rd and 21st day and punching on DMS portal.
- Sharing the booking tracker with the General Manager.

➤ **(Capital Automotive Pvt. Ltd.) (AUDIT, MIS & HR Executive)**

(1 June 2022 to 8 October 2023)

**D KEY RESPONSIBILITIES**

- First Time Visit Customer Report.
- Same Day Delivery Tracker.
- Seles Report.
- Service Reports.
- Delivery File Verification Report.
- BSC (Balance Score Card).
- Random Social Media Phone Numbers Audit.
- Managed attendance, leave records, and monthly
- Maintained employee records

➤ **(Jayanti KIA Motors Pvt. Ltd.) - Senior Auditor**

(18 Oct 2023 to 21 July 2024)

- Monthly Audits Schedule with Check sheet
- Daily Monitoring Service Bills and finding the labor and Parts gaps
- Daily monitoring the BodyShop Files and finding the same Labor and parts gaps.
- Doing special task as given by MD's Daughter and Bade sir.
- Doing the more work according Daily and Monthly Checklist.

➤ **(HARPREET MOTORS PVT LTD) – CRM**

(08 Aug 2024 to Present)

- Handled customer complaints and ensured timely resolution.
- Collected and managed customer feedback post service.
- Coordinated service reminders and follow-up calls.
- Maintained customer satisfaction through regular communication.
- Prepared daily and monthly CRM reports.
- Supported service advisors in handling dissatisfied customers.
- Updated feedback and complaint data in DMS.
- Ensured smooth vehicle delivery and post-service follow-up.
- Focused on maintaining high CSI score.

### **TACHNICAL SKILLS:**

- ♦ Well versed with MS Office (MS Word, MS Excel etc.).
- ♦ Internet savvy.

### **PERSONAL DETAILS:**

- ♦ Father's Name : Suresh Kumar
- ♦ Mother's Name : Rina Devi
- ♦ Date of Birth : 04-March-1995
- ♦ Hobbies : Reading Book , Watching Motivational Videos
- ♦ Gender : Female.
- ♦ Marital status : Unmarried.
- ♦ Language : English &Hindi.

Date.....

Place.....

(Signature)