

CURRICULAM VITAE



NEHA

H-No.-204, Saurabh Vihar, Jaitpur
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CAREER OBJECTIVES:

To work in competitive and challenging environment, to contribute best of my ability and knowledge towards the growth and development of the progressive company, to utilize my personal and academic skills to pursue a challenging and rewarding career, willing to work according to rules and regulations of the company.

EDUCATIONAL QUALIFICATION:

- Graduated from Delhi University
- Senior Secondary with 65% from CBSE Board in Delhi.
- Matric with 62% from CBSE Board in Delhi.
- MBA From Swami Vivekanand Subharti University Meerut.

COMPUTER PROFICIENCY:

- Knowledge and hands on experience of Software like-wise MS-Office, outlook etc
- Experience on working different portals for managing the daily operations.

TRAINING DONE

- Attended Honda Cam Training

WORKING EXPERIENCE

Currently working with NISSAN MOTOR (YOUWE NISSAN-OKHLA)

Experience: - May 2021 to till date

Designation: - Customer Relationship Manager (Service)

Key Responsibilities:-

- Manage PSF & MRS Team.
- Resolving customer complaints.
- Maintaining Power Point Presentation.
- Providing immediate Service support to the Customers for resolving their Concerns.

- Maintaining Daily Progress Reports.
- Attend meeting with S.A. & Manager on daily for VOC closer.
- Closed the customer complaint in DMS.
- Team handling of 8 CRE's
- Implementing & maintain effective Action Plan & schemes to maximize Satisfied customer for minimize the Customer Complaints.
- Action plan to improve CES & do calling of gold customer.

Main Tasks:

- Ensuring the CES score and carry out the PSF
- Maintain the response rate in the PSF survey by meeting the customer at the time of delivery.
- Identify the root cause and create an action plan to avoid the mistakes

KIRLOSKAR MOTOR Pvt. Ltd (Thirty Six Toyota -Faridabad).

Experience: - March 2018 to APRIL 2021

Designation: - Asst. Manager Customer Relation

Key Responsibilities:-

- PSF Team Manage.
- Front Office with Floor Responsibility.
- Customer Handling.
- Resolving customer complains.
- Maintaining Power Point Presentation.

Main Tasks:-

- Met with dissatisfied customer and conduct home visit with GM & HCR.
- Attending customer complaints by mail, CTDMS request & other sources
- Draft mail to customer for his & her VOC closer.
- Root cause analysis & preventive action plan
- Ensuring PDCA concept in the all the activities

NATH MOTORS Pvt. Ltd. (Delight Honda-Delhi)

Experience: - 3 Years (Mar'16 to Mar'18)

Designation: - Customer Care Executive

Key Responsibilities:-

- Doing SDR calls and made follow-ups of all Customers.
- Schedule the appointments and respond to the Customer queries.
- Update appointment sheet and report to HOD on daily basis.
- Assist customers in the respective department and forward call to the concern person.
- Taking regular feedback of the customers and escalate it to the further level if doing Post Service follow-ups of all customers.
- Schedule the appointments and respond to the customers queries.
- necessary.
- PSF punching in DMS and open complaints for Dis-satisfied customers.
- DMS complaints closer.

STRENGTH & EXPERTISE

- Excellent interpersonal communication, liaison with the ability to work in multi- cultural environment.
- Always trying to be creative, proactive and innovative in any pursuit.
- Self-motivated and like to take things and make it happen

ACHIEVEMENTS

- Appreciated/Rewarded many times by the organization.
- Received Star of the month award many times.
- Participated in CRM Skill test and achieved 2nd runner up Award.

PERSONNEL DETAILS

Name	:	Neha Singh
Father Name	:	Mr.Netrapal
Date of Birth	:	1-January-1998
Nationality	:	Indian Gender
Marital Status	:	Unmarried
Language Known	:	English, Hindi

