

MAMTA MEHRA

Mob:8810413505 **Location:** #JG-II/348, VIKASPURI, NEW DELHI

Professional Objective

To achieve success through dedication, ability and sincerity to work in a progressive organization, offering a challenging work environment for learning and growth.

Executive Competencies

- ▶Office Procedures & Practice
- ▶Professional Telephone Demeanor
- ▶People and Service Orientation
- ▶Front Office Operations Management
- ▶Executive Office Management
- ▶Critical Problem Analysis/Resolution
- ▶Customer Communication

Career Highlights

Prem Motors Pvt Ltd
Mundka

Nov' 24- Till date

Customer Care Exective
Service-PSF Dept

- . Make follow-up calls to customers for service feedback after vehicle servicing.
- . Collect customer satisfaction feedback regarding service experience.
- . Asking customers to rate their service experience (for example: 1 to 10 score).
- . Identifying dissatisfied customers with low ratings and reporting issues immediately.
- . Coordinating with service team to improve low-rated cases.
- . Maintaining high customer satisfaction scores as per company targets.
- . Maintain accurate customer feedback records in the CRM system.
- . Ensure timely resolution of customer issues to improve satisfaction.
- . Coordinate with service advisors to close customer complaints effectively

HDB financial Services
Peeragarhi.

Mar' 19 – Jan' 23

Collection Sr. Executive

- Execute daily operations of recovering outstanding amount in order to reduce past due report, reduce provision, monitor the movements accounts, propose settlement to minimize the financial risk.
- Develop and maintain excellent relationship with the customers in order to recover the amount and retain the customer by projecting a professional image of the Bank at all times.
- Liaison with the customer in case of any dispute in transactions, corporate agreements etc and closely associating with the legal department for taking any action on the default.
- Identified, investigated and resolved customer service problems
- Collecting the feedback from the customers on our services and suggesting the management for improving the system to give maximum customer satisfaction. Consistently maintained the highest collection rate.

OM Logistics Ltd
Punjabi Bagh, New Delhi

Sep' 09 – Nov' 15

Administrative Associate

- Process for New Requirement of telephone connections, Internet Connections and Mobile Phone, and Sim Cards.
- To check and update the Billing of Mobiles all India.
- Paid the OTL Circle Mobile Bills(Patna, Ranchi, Guwahati, Chandigarh and other Branches also)
- To keep Update the Network Directory of Om Group time to time & Online Update.
- Make the Air & Train Ticket of Om Group from Company Credit Card
- Billing and Clear the payment of vendor
- To fulfill the all requirements of telephone & Purchase Phone in New Mobile Policy by Credit Card
- Responsible for BSES, MTNL, NDPL and all Vodafone Bill Payments.
- Solve the Extn Problems and complaint to concern vendor
- Update the proper record of Credit Card Payment and monthly submit in account deptt.
- Clear Newspaper Bills and Keep Records.
- Take reception responsibilities in the absence of Receptionist

State Bank of India (SBI, Credit Card Collection Centre)
Janakpuri, New Delhi

Sep' 07 - Sep' 09

Collection Executive

- Execute daily operations of recovering outstanding amount in order to reduce past due report, reduce provision, monitor the movements accounts, propose settlement to minimize the financial risk.
- Develop and maintain excellent relationship with the customers in order to recover the amount and retain the customer by projecting a professional image of the Bank at all times.
- Liaison with the customer in case of any dispute in transactions, corporate agreements etc and closely associating with the legal department for taking any action on the default.
- Collecting the feedback from the customers on our services and suggesting the management for improving the system to give maximum customer satisfaction. Consistently maintained the highest collection rate.
- Coordinated activities to collect delinquent credit card payments.
- Review customer files of credit card payments in default for collecting payments.
- Identified, investigated and resolved customer service problems in coordination with Credit Card Department.

MR CENTRE
Green Park, New Delhi

Jul' 04 – Dec' 05

Computer Operator-cum-Receptionist

Selected by a Medical Group, on the basis of the excellent performance as Computer Operator/ Receptionist. This medical group is specialized in **MRI of whole body, Mammography, CT Scan & DEXA BO**, having **Medical Centres in Haryana and Delhi**.

Operated Computer, Entered Data, Performed variety of clerical duties, Collected Payments (Cash/Credit Card).

- Performed all aspects of Front Office management, customer service and satisfaction, including answering busy multi-line phone system, and providing detailed information.
- Served as front liner in attending to customers need in a smartest way possible.
- Interacted with customers extensively to maintain customer satisfaction.
- Developed reputation for prompt, efficient service with high level of accuracy.

VGS MRI CENTRE
(Under ESCORTS MEDICAL & RESEARCH HOSPITAL LTD)

Mar' 03 – Jun' 04

Computer Operator -Cum- Office Assistant

- Performed all aspects of **Front Office management, customer service** and satisfaction, including answering busy multi-line phone system, handling ISD & STD calls and providing detailed information.
- **Operated Computer**, Compiled, verified, typed and filed customer records. Entered commands, using keyboard of computer terminal.
- Reviewed records for completeness, assembled records into standard order and filed records in designated areas according to applicable alphabetic and numeric filing system.
- Edited and prepared a variety of correspondence, weekly and monthly reports and other materials; recorded and transcribed minutes; composed routine correspondence.
- Received cash, checks and completed credit-card transactions from customers. Counted money to verify amounts and issued receipts for cash received. Resolved problems arising from customer complaints.
- Received and answered requests for information from company officials and employees. Maintained a high level of customer satisfaction through attention to detail in defining customer needs. Developed reputation for prompt, efficient service with high level of accuracy.
- **REASONS OF LEAVING JOB:** Transfer to MR CENTRE, GREEN PARK, NEW DELHI

World Health Organization (WHO) Centre
All India Institute of Medical Sciences (AIIMS)

Sep' 01 – Feb' 03

Computer Operator-cum-Office Assistant

Joined **WHO Multi-Centric Study**, aimed at assessing the impact of Zinc Supplementation on morbidity and mortality in Children less than three years of age, conducted by the Pediatrics Department of the **All India Institute of Medical Sciences (AIIMS)** as a Computer Operator/ Office Assistant.

Perform preparation of documentation as required, Handled Independent Correspondence, Taking dictations, typing in Computer, maintained database, prepared reports, memos, and other documents.

- Maintain systematic filing of outgoing and incoming faxes and other correspondence with regard to the cases.
- Rendered accurate and timely executive level assistance to the Senior Doctor, in the

execution of their day-to-day activities.

- Attended and screened all incoming phone calls and visitors for the Senior Doctor and took necessary actions as per his directions.
- Performed various administrative and clerical functions in the company by operating computer.
- ☐ Responsible for typing and draft statement, report & letters independently, updated inward or outward courier records, Calling courier companies, Filling of document & follow up, follow-up with courier. Compiled, verified, typed and filed records. Entered commands, using keyboard of computer terminal.
- Performed variety of clerical duties and other duties pertinent to establishment.

Education Qualification

Bachelor of Arts(BA, Pass Stream) 2002
Delhi University, New Delhi, India

Trainings

Completed One Year Course, CIC (Certificate in Computing) – 1998
Indira Gandhi Open University (IGNOU), New Delhi, India 2001

Completed Six Months Diploma in Computer Application
Wings Study and Computer Circle, New Delhi, India

Technical Skills

Proficient in the use of: MS-Office (Word/Excel/PowerPoint), Access/**FoxPro**/ Internet.

Languages : C, C++ & Basic Knowledge of Visual Basic6.0

Typing Speed: English: 40w.p.m **Hindi** : 25 w.p.m

Personal Details

Nationality : Indian
Date of Birth : 21-2-1979
Marital Status : Married (One Daughter & son)
Languages : English / Hindi

(MAMTA MEHRA)