

Mousam Kumari

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Career Summary

Seeking for an opportunity to utilize my skills for the growth of organization. Intend to build a career in a hi-tech environment, which will help me to explore myself and utilize my potential. Regarded for entrepreneur approach, Honesty, Integrity and high ethical standards.

Academic Profile

| ACADEMIC | University Board | Year Of Passing | Percentage (%) |
|-----------------------------------|------------------------------|-----------------|----------------|
| B.A(History Honours) | Shobhit University Delhi | 2014 | 65% |
| Diploma 3 years(Computer Science) | Govt Womens Poltecnic Bokaro | 2008 | 76% |
| 10th | J.A.C. Board | 2004 | 61% |

Professional Experience

- **Previous Company:- Heliwal Tata Motors Pvt Ltd.**
Since 1st September 2022 to 31st March 2023
As a CRO (Customer Relationship Officer)

Key Responsibilities:

- Handle incoming walk-in customers, phone calls, appointments and messages.
- Address customer' needs and concerns efficiently and effectively to turn unhappy customers into return guests.
- Build rapport and establish good relationships with customers to ensure customer retention.
- Handle the concerns of the people who buy our company's products or services.
- Taking feedback of the customers who took our company vehicle or services.
- Preparing multi reports on the daily basis and monthly basis related to the vehicle services, Breakdowns, feedback report etc.
- Making reports of the field work related to sales also we have to take care.
- Create and close the job cards on CRM.
- Submit PDI (Pre Delivery Inspection) report to CRM.

- **Previous Company:- MARSH & MACLENNEN Global services Ltd.**
Since 9th June 2021 8th June 2022
As a Associate

Key Responsibilities:

- Supporting the customer through an email ticketing system.
- Identify and resolve issues that affect accuracy.
- Suggest process improvements to management.
- Handling queries on email related to their pension.

- Creating job works on Bizflow as per the request.
- Focusing on strong customer orientation ensuring deadlines and service standards are met.
- Performs other duties as assigned by management.

➤ **Previous Company:- Haldex India Ltd.**
Since January 2010 to March 2013
As a Operating Engineer

Key Responsibilities:

- Take care of assembly line to arrange all the parts in their place.
- To check the quality of the products.
- We have to complete 1000 jobs or SSABA (Self Setting Automatic Break Adjuster) on daily basis.
- We need to make shift reports also as we work in 3 shift who will work on which shifts.

Skills

- Good Communication skill.
- Ready to accept challenges.
- Problem Solving.
- Negotiation
- Team Management.
- Positive Attitude.
- Time Management
- Leadership
- Quick learner.

Personal Details

Date of Birth : 15/06/1989

Language Known : English and Hindi

Computer Skills : MS Office Suite (Word, PowerPoint, Excel)

I hereby declare that all the above mentioned information is true to the best of my knowledge.

Date:

Place:

Mousam Kumari