

## Contact Information

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**Current Location:** Noida

## Professional & Educational Details

### Detailed Resume

#### **Anupma Pandey**

Mobile: 8527264156

Email: [anupanday1122@gmail.com](mailto:anupanday1122@gmail.com)

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#### **Professional Qualification**

Post Graduate in Psychology Hons from Kolkata  
University  
One Year course of Accounts in Autoboom Software.

#### **Work Experience**

##### **Work Experience of 7 Month in KIA Automobile As a CRM. Jan-2025 to Till Now.**

- \*Developed and maintained key relationships with Customers. understanding their needs and providing solutions to meet them.
- \*Monitored customers accounts to ensure satisfaction and implemented strategies to achieve goals.
- \*Collaborated closely with internal departments to ensure seamless service and successful outcomes.
- \*Managing all the channel partners of the company for a smoother operation.
- \*Along with the team clarifying the doubts and queries of the customers.
- \*Actively involved in recruitment and development of the employees of the company.
- \*Handling the entire admin work in the office.
- \*Part of HR team listing the candidates and arranging their interviews with HR

**Work Experience of 2 Years in IDFC FIRST BANK As a Sales Officers.-Dec-2023-Jan-2025**

\*Executed targeted sales strategies to achieve banking product goals.

\*Buil strong customer relationships to promote cross-selling opportunities.

**Work Experience of 8 Years of Automobile Sector(J.M.Motors Pvt.Ltd.Yamaha Authorised Dealer)**

**Sales Manager and Administration - May 2017 – December 2022**

**Job Profile included:**

\*Handling Customer Complain.

\*Handling a team of 6 Asst Managers, 12 executives representing various ----- departments, Customer care and tele-callers.

\*Managing all the channel partners of the company for a smoother operation.

\*Along with the team clarifying the doubts and queries of the customers.

\*Actively involved in recruitment and development of the employees of the company.

\*Handling the entire admin work in the office.

\*Part of HR team listing the candidates and arranging their interviews with HR.

**Accounts Manager Nov 2011- Dec 2017**

Receipt and payment voucher entry, Journal voucher entry, Ledger create of party, Purchase and sale bill create, Bank Reconciliation, TDS Payable, Esic & Epf Payable, P&L Handling the all work of Account.

**Achievements:**

Red level Training of CRM(Customer Relationship Manager) and the 1<sup>st</sup> position all over India in YAMAHA Dealership.

**Strenghts:**

Good Communication skills.

Ready to take responsibility.

Strong analytical and people management skills.

Self motivated, focused and dedicated.

**Personal Details:**

:Nationality- Indian  
:Date of Birth-21/07/1993  
:Marital Status-Married  
:Languages Known-Hindi,English,Bengoli

**Declaration**

I hereby declare that all the above mentioned details are true to my knowledge.

**Date:**

**Place:**

