

## Customer experience manager, Operations head

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### OBJECTIVE

Offering 13+ years of experience in the field of Customer Support & Management which includes Sales, Customer relationship, Customer management, Staff management, Operations management etc. ☑ Ability to quickly master new concepts/techniques and capable of working ingroup as well as independently with good communication skills.

### SKILLS

Superior knowledge of Client Support Management Good Communication Skills. Computer System and Tech friendly. Good Interpersonal Skills and Team Building work with Team. Sincere and Loyal towards any job assigned as well as innovative nature via positive approach.

### EXPERIENCE

**01/10/2024 - Till Now**  
**Customer experience manager**

#### **BR Autoventures Pvt Ltd (Tata Motors showroom)**

Customer management as handling queries and serving resolution to the level of customer satisfaction.

Daily reporting to my manager towards my routine achievements.

Participating in team learning activities explained by our seniors and motivational tutorials.

Pre and Post sales feedback from customers for our services and products.

Also working as a helping hand with our Operation And management team.

Enhancing customer services experience and complaints resolutions.

**01/02/2021 - 31/03/2024**  
**Quality care manager**

#### **Nexa showroom**

Customer management as handling queries and serving resolution to the level of customer satisfaction.

Daily reporting to my manager towards my routine achievements.

Participating in team learning activities explained by our seniors and motivational tutorials.

Pre and Post sales feedback from customers for our services and products.

Also working as a helping hand with our Operation And team management

**01/11/2016 - 31/01/2021**  
**Customer care manager**

#### **G.P. Motors Pvt Ltd (Tata Motors showroom)**

Handling customer inquiries and serving solutions. Handling customer complaints system till the closure. Punching queries in CRM software and all updates till the closure.

Post sale Feedback from customers for our services and Products.

**01/05/2016 - 31/10/2016**

#### **Greenland Motors Pvt Ltd.(Maruti Suzuki Showroom)**

**Customer care executive**

Customer inquiries and serving solutions.  
Worked on a customer complaints system till the closure.  
Post sales feedback from customers for our services and products.  
Also participated with Sales team

**01/06/2015 - 30/04/2016****Customer care executive****Dee Motors Pvt Ltd (Hyundai Showroom)**

Customer inquiries and serving solutions.  
Worked on a customer complaints system till the closure.  
Post sales feedback from customers for our services and products.  
Also participated with Sales team.

**01/01/2011 - 30/04/2015****Customer care executive****Hanuman agencies**

Sales and Services of Inverters and Batteries.  
Direct customer dealing for presentation of our products and their features  
Daily records maintenance of showroom. ☒  
Participation in other promotional activities of products.

**EDUCATION**

Degree / Course	University / Board	Percentage / CGPA	Year of passing
M.com	Uttar Pradesh Rajarshi Tandon University	393	2020
B.com	University of allahabad	930	2014
Senior secondary	Rama Devi girls inter College	360	2010
High school	Rama Devi girls inter College	275	2008

**ADDITIONAL PERSONAL INFO**

Address 321/198 B Meerapur allahabad uttar pradesh India  
Languages Hindi, English  
Date of Birth 16/01/1993  
Marital status Single  
Nationality Indian  
Religion Hindu  
Gender Female

**DECLARATION & SIGN**

All the above mentioned details are true in my knowledge and belief.

