

SHEETAL PAL

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H.NO-17 Street no.12, Shivpuri

Sector-9, Vijay Nagar

Ghaziabad 201009

DIST: GHAZIABAD, U.P.

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OBJECTIVES

- ✓ To obtain a position where I can better assist a guest with a knowledgeable helping hand accompanied by a warm and friendly smile. I am eager to contribute my creativity and hard work towards the success of the organization and to the growth of this fast developing field and to enhances my career.

EDUCATION QUALIFICATION

- ✓ Completed Graduation in **BA** from **CSS University, Meerut. (2012)**
- ✓ Completed **Higher Senior Secondary School Examination** from U.P. Board
- ✓ Completed **Senior Secondary School Examination** from U.P. Board

EXPERIENCE

- ✓ Currently Working as **Sales & Service Coordinator** in Hi-Tech Equipments.
- ✓ 6.5 years' experience as **Sr. CUSTOMER CARE EXECUTIVE** in EXL Services Pvt Ltd, NOIDA
- ✓ 3yearsexperience as **CUSTOMER SUPPORT ASSOCIATE** in Tech **Mahindra** BPO

POSITIVE ASPECTS

- ✓ Ability to work individually or in a team.
- ✓ Better organization skills and communication skills, both verbal and in writing.
- ✓ Highly motivated and perseverance towards personal and organizational goals.

PERSONAL SKILLS

- ✓ Working on **SAP ERP**- Amend the invoice, Generated the Bill, and Install and Remove progress through **SAP**.
- ✓ Good Convincing Power• Communication

- ✓ Hard Worker• Work Under Pressure
- ✓ Quotation Generate• Administration
- ✓ Purchase Order Generate • Operations Management
- ✓ Email Handling• Customer Support
- ✓ Microsoft Excel/Word• Skilled Multi-Tasker
- ✓ Assisting with the management of daily operational activities.
- ✓ Performing administrative tasks, such as making travel arrangements, scheduling meeting etc.
- ✓ Managing office supplies and keeping record.
- ✓ Arranging and assisting with on boarding of new correspondents.
- ✓ Planning and organizing events, trainings and engagement activities for correspondents.
- ✓ Machine and Parts Inventory.
- ✓ Preparing and maintaining documents and reports.

PERSONAL DETAILS

Date of birth : 02 July 1988
Husband's Name : Mr. Vikas Kumar
Age : 32
Marital status : Married
Language known : English & Hindi

DECLARATION

I declare that the information and facts stated above are true and correct to the best of my knowledge and belief.

Place(GHAZIABAD)

