



Name: Nitesh Kukreja

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Objective: I am looking forward to work with a team of dedicated professionals and contribute to the success of the organization.

BACKGROUND

- Highly motivated professional with a proven track record of performing effectively and delivering high quality services.
- I am committed to continuous learning and development, and always strive to improve my skills and knowledge.
- I believe in leading by example and fostering a positive and collaborative team culture.
- **Academic Qualification – BCom From Lucknow University from Commerce domain.**
- Awarded with Best Employee of the Month Award in Previous Organization.
- Completed Schooling From I.C.S.E Board.

COURSES & CERTIFICATIONS

- Pursuing Human Resource Management Diploma from Alison.com.

SKILLS

- MS Office
- Talent Acquisition.
- Payroll Management.
- Project Management

PROFESSIONAL EXPERIENCE

• Team Leader – Voizworks.com (November-2022-Present)

Currently, I am working as an integral part of the CRM Solutioning team, my daily KRA is Giving CRM Demos to Client Before they get Onboarded on our Portal explain them the benefits of Our process. Apart from that, I also do CRM integration for already onboarded clients, handling queries and issues of working agents. And also, to give refresher training to my team member at regular intervals.

• Virtual Recruiter – Smarterbiz Technology Pvt Ltd. (July-2021 to October-2022)

In This Job, I have taken L2 round of applicants for the Flipkart Process and forwarded the same for the Client Round and maintenance of the same database on google sheets. Later on, I have been shifted to the Training and Induction Department where I use to prepare training batches for the same process and provide information for the same at regular intervals in respective WhatsApp groups.

• Customer Support Advisor--Tech Mahindra (January-2021 to July-2021)

Solving Customers with the help of the training process provided. Updating same in Flipkart CRM and providing End to end solutions to Customers which in turn solve their queries in a real-time basis

• Senior Executive--Mahendra educational Pvt. Ltd. (August-2013 to July-2017)

The KRA of this Job was to attend to old students' queries, maintaining of branch stock on a daily basis, and along with that update class schedules for faculties, Handle overall branch Operations .

PROJECTS

National Skill Development Council (N.S.D.C): April 2014 to June-2014)

- Provided on-the job trainings to various batches under National Skill Development Program.
- My responsibility was to Execute plans and policies as per the project plan.