

TEENA

Front desk executive

To work and shape my career in growing organization where I can learn new things and get the opportunity to prove my ability by accepting challenges.



EDUCATION

B.tech (CSE) / R.D Engeneering College , AKTU	JAN 2020
12th / Kaniya Vedic Vidalaya Inter College, UP Board	MARCH 2015
10th / Shri Guru Nanak Girls Inter College, UP Board	MARCH 2013

KEY SKILLS

- Management Skills
 - Time Management
 - Good Communication Skills
 - Service and Support
 - Proficiency in Anarock software
 - Team work
 - Microsoft Office Suits
 - Auditing
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WORK EXPERIENCE

Front Desk Executive/SG Homes

MAY 2023 - JUNE 2025

Greeting and welcoming visitors: Providing a warm and professional welcome to guests, clients, or customers.

Maintaining records: Keeping accurate and up-to-date records of visitors, pantry expenses, inward outward goods ,couriers and correspondence.

Providing information: Answering queries and providing information to visitors, clients, or customers.

Scheduling appointments: Coordinating and scheduling appointments for clients or visitors

Handling complaints: Dealing with complaints or issues raised by visitors or clients.

Maintaining confidentiality: Ensuring confidentiality and discretion when handling sensitive information.

Providing excellent customer service: Ensuring that all interactions with visitors, clients, or customers are professional and friendly.

Organization: Prioritizing tasks, managing multiple responsibilities, and maintaining records.

Managing front desk operations: Ensuring the front desk area is clean, organized, and well-maintained.

Coordinating with other departments: Working with other departments to resolve issues, answer queries, or provide information.

Coordinating with Vendors: Coordination with Vendors such as water supplier,milk supplier, furniture repair etc.

Data management: Maintaining and updating sales-related data on daily, weekly and monthly , including Customer information and sales records.

Maintaining Attendance : Maintaining Attendance of office staff, channel partners and housekeeping staff.

Backend Executive/KW Homes pvt Ltd

JUL 2021-Apr 2022

Sales booking processing: Processing sales booking, ensuring accuracy and completeness of booking details.

Data management: Maintaining and updating sales-related data, including customer information, sales records, and performance metrics.

Sales reporting: Preparing and analyzing sales reports on daily, monthly and weekly basis.

Customer data management: Managing customer data, updating records, tracking interactions, and ensuring data accuracy.

Sales documentation: Preparing and processing sales-related documentation, such as sales contracts(BBA), booking forms, final price sheet , and customer documents.

Sales performance tracking: Tracking sales performance metrics, such as sales revenue, conversion and call auditing(by using Anarock software)

Collaboration with sales team: Providing administrative and technical support to the sales team, including coordinating meetings and trainings and managing sales-related work.

Process improvement: Identifying and implementing process improvements by anarock software to increase sales efficiency and productivity.

Coordination :Coordination with technical team of Anarock software.

Technical skills: Proficiency in Anarock software, Microsoft Office, and other tools relevant to the role.

Customer Care Associate/Shoppers Stop Ltd

Jun 2018-Oct 2020

Assisting customers: Helping customers with purchases, returns, and exchanges of apparel products.

Responding to customer inquiries: Answering customer questions about apparel products, sizes, styles, and availability.Providing product information about apparel products, including features, benefits, and sizing.

Resolving customer complaints: Troubleshooting problems and finding solutions to customer complaints related to apparel products.

Maintaining customer records: Updating customer information and tracking interactions.

Managing inventory: Checking inventory levels, tracking stock, and ensuring apparel products are available for customers.

Collaborating with team members: Working with sales associates, managers, and other team members to achieve sales goals and provide excellent customer service.

Staying up-to-date with product knowledge: Familiarizing yourself with new apparel products, styles, and trends to provide informed customer service.

PERSONAL DETAILS

- Father's Name- Lt.Shri Rajendra
- Date Of Birth - 03 March 1998
- Gender - Female
- Marital status - Unmarried
- Nationality - Indian
- Language - Hindi, English,Punjabi

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(Signature)