

# NEHA KUMARI



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📍 102 SS Lootah Building near Clock Tower, Deira City Centre, Dubai.

## SKILLS

Customer Service

Telly ERP9

MS Office

Leadership Experience

Clear Communication

Problem Resolving

Decision Making

## PERSONAL DETAILS

Date of Birth : 05.09.1993.

Nationality : Indian

Gender : Female

Place : Punjab

Visa Status : Visit Visa

## LANGUAGES

Hindi

English

## OBJECTIVE

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting.

## EXPERIENCE

### CUSTOMER CARE DEPARTMENT

July 2018 - April 2022

#### HYUNDAI MOTER INDIA

- Post service feedback call.
- Customer complaint resolution after service.
- Provide accurate information of regarding extension of vehicle's warranty and extend their warranty.

### CASHIER, ASSISTANT STORE MANAGER, PROMOTER

#### SMART PHONE STORE

June 2013 - Nov 2016

- Handle cash counter and maintain the stock availability.
- Educate the customer features of mobiles.
- Distribute of mobile phone stock to other retailers.

### CUSTOMER RELATIONSHIP EXECUTIVE

Dec 2016 - Dec 2017

#### GEO CAPITAL (DSA)

- Deal with all type of Loans and credit card.
- Conducted normal telephone protocol by answer all incoming calls.
- Generate lead production and convert follow up into deal.

## EDUCATION

### Bachelor of Arts

2016.

University of Delhi

### High School Certification

2013.

G.G.S.S.School no 2. Delhi, India

## ACHIEVEMENTS & AWARDS

Employee of the month by Hyundai motors.

Lead certification by GEO CAPITAL.