



Sonal Pravinchandra Brahmbhatt

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PROFESSIONAL SUMMARY

Experienced front office and back office executive HR administrator with a proven track record in managing administrative tasks, fostering efficient operations, and providing exceptional customer service and native English speaker. Experienced HR professional with a proven track record in talent acquisition, employee relations, and HR policies. Strong communication and problem solving, ticketing, baggage handling, Skilled in multitasking, organization, and utilizing office technology. Adept at maintaining professionalism, ensuring confidentiality, and collaborating with diverse teams.

SKILLS

- Fluency in both spoken and written English
- A levels/High School certificate
- Excellent interpersonal and customer service skills
- Ability to work in a shift environment
- PC based skills to operate Windows package (Microsoft Word/Excel/E-mail)
- Frontline customer facing service
- Multitasking
- Time management
- Adaptability
- Confidentiality
- Teamwork
- Payroll
- Record preparation
- Problem-solving abilities
- Administrative Support
- Calm and Professional Under Pressure
- POS systems expert
- Microsoft Outlook

WORK HISTORY

CUSTOMER SERVICE REPRESENTATIVE/ ADMINISTRATIVE AS

03/2017 to CURRENT

Global Institute For Development | DELHI

- Greeting visitors, handling phone calls, incoming letters and mail, ticketing, dispatching them to the concerned.
- addressing customer inquiries, resolving issues, providing product information, and ensuring overall satisfaction.
- To handle complaints, process orders, and maintain accurate records of interactions. Effective English communication and problem-solving skills, Microsoft word, excel, email, photoshop.
- arranging interviews for staff, arranging picnics and offsite trips,
- arranging seminars and monthly meetings, assisting in transport management,

EDUCATION

- M.Sc | Zoology** 01/2015
Kalinga University, Raipur
Grade: First Division
- B.Ed** 01/2010
GGSIPU, Delhi
Grade: 76%
- Diploma | Microsoft Skill,word, PowerPoint,suite,email** 01/2009
Basic Computer Course
- A Level High School Certificate | 70%** 06/2004
Maharashtra State Board of Education , Mumbai

EMPLOYMENT PROFILE

- Global Institute for development, Delhi, 2017, 2023, customer service representative cum Administrative Assistant, Greeting visitor, handling phone calls.,emails, Assisting in fund raising, Arranging interviews for staff., Arranging Picnics and offsite trips,ticketing, check-in,baggaging,Arranging seminars and monthly meetings, Assisting in Transport management etc., Handling incoming letters and mail and dispatching them to the concern personal.

PERSONAL INFORMATION

- Date of Birth: 07/01/1984
- Marital Status: Married

CERTIFICATIONS

- IELTS qualified with 7 bands from IDP