

Shweta Maurya

Address: MM 4/19 Vinay Khand 4 Gomti Nagar near Red Rose School
Lucknow, Uttar Pradesh 226010

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Summary

- Over all 4.5 years of experience.
- Expertise of customer handling & Team Management.

Experience

- **Sales Tele caller at Godrej & Boyce Company Ltd. – Sep 2019- Nov 2021 (2 Year 3 months)**

My responsibilities –

- Knowing all the details of the product or service offerings.
 - Identify customer needs and provide solutions through the company's products and services
 - Meet and exceed sales target set by the organization.
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- **Branch Relationship Executive at SBI Credit Card Sales Department Nov 2021–Jan 2022 (3 months)**

My responsibilities –

- Deliver monthly Sales Target of accounts through Partner Branches
 - Manage Relationship with branch staff/Branch Head to leverage the branch customer
 - Resolve Customer Queries and Complaints
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- **Service Coordinator at F1 Info Solution Services Pvt Ltd (Samsung Home Appliances) Feb 2022– Present (2 Years.)**

My responsibilities –

- Handling of customers and clients' complaints or questions.
- Schedule appointments for clients, answer phones and track clients' service records
- Allocate Calls to Engineers according to their route
- Handling customer complaints brought to your attention

EDUCATIONAL QUALIFICATION

- MBA in H.R & Marketing with aggregate 63% in 2022 from Swami Vivekanand Shubharti University U.P
- B.A with aggregate 48% in 2017-2019 from Ishtiyaque Ahmad Memorial Mahavidyalaya Inter College Piprauli, Ballia.
- 12th with aggregate 85.8% from U.P. Board in 2016.
- 10th with aggregate 72% from U.P. Board in 2014.

CERTIFICATION

Certification of 3 Months Retail Vocational training course DDU_GKY Varanasi

HOBBIES

- Listening Music
- Cooking

STRENGTHS

- Good communication skills
- Determined to learn with practical approach
- Ability to work in a team with diverse backgrounds
- Enthusiastic and can produce results under deadline constraints

PERSONAL DETAILS

Name : Shweta Maurya
Father's Name : Mr. Sushil Kumar Maurya
Date of Birth : 20-12-1997
Gender : Female
Marital Status : Single
Languages know : English & Hindi
Permanent Address: Ballia (UP) –221715
Present Employer : Samsung Consumer Electronics (F1 Info Solution Pvt Ltd)
Present Designation: Service Coordinator

DECLARATION

I hereby declare that all the information furnished above is correct and truth in best of my knowledge & belief.

SHWETA MAURYA