

# **Bharat Mehndiratta**

**Address: E-67 Vishnu Garden, New Delhi – 110018**

**Mob. No: 9810479124**

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## **Summary**

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Adaptable professional with 2.5+ years of experience and a proven knowledge of relationship management, customer retention and conflict resolution. Aiming to leverage my skills to successfully fulfill the role in your company.

## **Experience**

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**CSR – 07/2019 till 04/2021**

**7 Star Toys Industrial Corporation**

- Keep record of customer interactions, recording details of enquiry, or comments, as well as actions taken.
- Recommend improvements in products, packaging, shipping service, to prevent future problems.
- Collaborate with sales team to understand customer requirements, to promote the sale of the company products, and to provide sales support.

**CSR Internship – 08/2018 till 02/2019**

**Global Sales Marketing India**

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money or adjusting bills.
- Refer to unsolved grievances to designated department for further investigation.

## **Education**

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12<sup>TH</sup> – COMMERCE  
CAMBRIDGE FOUNDATION SCHOOL

BBA – IITM, GGSIPU  
NEW DELHI

## **SKILLS**

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- Problem Solving
- Team Leadership
- Experience with Microsoft Office
- Good communication skills with a focus on customer service
- Delegation – ensures everyone involved knows what's expected of them

## **Languages Known**

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- Hindi
- English

## **References**

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Davesh Mehndiratta(Director of the company, 7 Star Toys Industrial Corporation)

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