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|  | **Shambhvi Gupta**shambhvi.gupta21@gmail.comPh: +91-7355646581  |  |

**OBJECTIVE**

* To work hard with full determination and dedication to achieve organizational as well as personal goals.
* I want to succeed in a stimulating and challenging environment that will provide me with advancement opportunities.

**ACADEMIC QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the Examination** | **Name of the Institute** | **Board/University** | **Year** |
| MBA | School of Management Studies, Varanasi | A.K.T.U. | 2014-16 |
| BBA | Microtek College of Management and Technology, Varanasi | SMU | 2011-2014 |
| 12th | NIOS | NIOS | 2011 |
| 10th | Bal Vidhyalay Madhyamik School, Varanasi | C.B.S.E | 2008 |

**CERTIFICATE PROGRAMME / WORKSHOPS / CONFERENCES**

**Organization:** Aditya Birla Group (Pantaloons)

**Duration:** 6 Days

**Key takeaways:** To understand the working mechanism of retail chain.

To observe the customer behavior and customer psychology.

* Certificate of Participation Industrial Visit at Hewlett-Packwad (HP) India Sales Pvt. Ltd. & Parle Biscuits Pvt. Ltd. in Rudrapur (Uttaranchal) During 2nd October to 5th October 2013.
* Lecture sessions by **Prof. B.P. Singh**, Former Head and Dean, Delhi School of Economics.
* Lecture session by **Prof. P. Venu Gopal**, XLRI, Jamshedpur.
* International conference on **SPIRITUALITY- the essence of ethical leadership and management ,** School of management sciences, Varanasi, 22 to 24 November 2014
* Personality Assessment Workshop conducted by ABBSCISSA, New Delhi on September 19, 2014 at School of Management Sciences Varanasi
* Proficient with MS Office and using the internet for research & official communication

**Computer knowledge**

**Organization:** Aditya Birla Group (Pantaloons)

**Duration:** 6 Days

**Key takeaways:** To understand the working mechanism of retail chain.

To observe the customer behavior and customer psychology.

**PERSONAL ATTRIBUTES**

* Ability to produce best result in pressure situation
* Persistent
* Punctual
* Willgness to Learn
* Ability to work as individual as well as in group

**Work Experience**

**Organization:** Aditya Birla Group (Pantaloons)

**Duration:** 6 Days

**Key takeaways:** To understand the working mechanism of retail chain.

To observe the customer behavior and customer psychology.

**13 October 2016 – 30 April 2018 - GYANDEEP ACADEMY**

**POSITION – OFFICE ASSITANT**

**FRONT OFFICE ASSISTANT OCT 2016- DEC 2017**

* Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
* Answer questions and address complaints of customer
* Answer all incoming calls and redirect them or keep messages
* Receive letters, packages etc. and distribute them
* Check, sort and forward emails
* Maintain admission of new student and taken test of these students
* Prepare student records on Excel and Word

**CASHIER JAN 2018- APR 2018**

* Handle cash, credit or check transactions with customers
* Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
* Collecting fees of student & prepare daybook
* Pleasantly deal with customers to ensure satisfaction

**PERSONAL DETAILS**

Date of Birth : 21-12-1992

Father’s Name : Mr. Ajai Kumar Gupta

Gender : Female

Language : English & Hindi

Address : C/22 Vishwakarma Nagar Colony, Kandwa, Varanasi.

**DECLARATION**

I **Shambhvi Gupta** hereby declare that the information provided above is true and the best of my knowledge**.**

**Date:**

**Place: (SHAMBHVI GUPTA)**