

# Simranpreet Kaur

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## Objective

A highly motivated and well organized professional with ten years of experience. Seeking a position where my extensive experience will be further developed and utilized.

## Professional Experience

- **Shell India Market Private Limited**

2015 - 2021

Sr. Administrator Asistant

Key Responsibilities:

- 1.Co-coordinating with HR to ensure that joining formalities of new employees is correctly completed.
- 2.Managing attendance of in-house and contractual employees.
- 3.Helping HR team during campus interviews.
- 4.Updating attendance registers for all employees.
- 5.Coordinating with various teams during company events for business development and product promotions.
- 6.Issuing access cards to new joiners.
- 7.Maintaining work permit & Gate-pass.
- 8.Sending Mails for Wishing Birthday & Anniversary,
- 9.Monitoring Day-to-Day administrative function at the Head Office.
- 10.Handling EPABX system for all incoming calls.
- 11.Managing appointments of Senior Management with visitors.
- 12.Coordinating with vendors of replenish office consumables.
- 13.Managing stock of Medicines, Pantry items, Stationery, Newspaper, Magazines & other perishables & consumables.
- 14.Arranging for pick up and drop service for the guests. Preparing Visiting Cards for employees.
- 15.MMR / KPI / MIS Reports updated on monthly basis.
- 16.Returnable & Non-returnable material update on monthly basis.
- 17.Maintaining Shell Staff Attendance on monthly basis.
- 18.Late Sitting of Ladies Staff record updated.
- 19.Sitting Plan update on monthly basis.
- 20.SNS Test mails send to new joiners or who has not updated the contact details in BCP list.
- 21.BCP List update on monthly basis.

- **GE Capital - SBI Cards**

2013 - 2015

Team Leader

Key Responsibilities :-

- 1.Handling a Team of 10 members as Team Leader.
- 2.Preparing the master file to be sent to the dialer team for all outbound calls to be run on the dialer.
- 3.Responding to emails from various departments regarding the cases handled.
- 4.Working with the managers on issues requiring immediate attention.
- 5.Understand business requirement and interpret to provide the meaningful analysis to facilitate the customers.
- 6.Paring the resolution report on daily basis and sending it to the managers.

- **GE Capital- SBI Cards**

2010 - 2013

Sr. Executive

Key Responsibilities :-

- 1.Preparing the resolution report on a daily Basis and sending it to the managers.
- 2.Publishing the performance report of each team members stating the login and logout time, Total calls made, Complain raised, time spent on calls.
- 3.Preparing the master file to be sent to the dialer team for all outbound calls to be run on the dialer.
- 4.Responding to emails from various departments regarding the cases handled.
- 5.Working with the managers on issues requiring immediate attention.
- 6.Understand business requirement and interpret to provide the meaningful analysis to facilitate the customers.

- **GE Capital - SBI Cards**

2006 - 2010

Executive

Key Responsibilities :-

- 1.Handling out bound calls pertaining to the Reconciliation and collection of delinquent accounts, either directly or through appropriate Channels including payment enquiry.
- 2Handling iritate customer as well as ones threatening for legal actions.
- 3.Providing best possible solution to their issues through the use of different tools like Vision +, Citrix, Etc.
- 4.Working as part of the team and helping the team members whenever necessary.
- 5.Handled the tasks of conducting training Sessions of new joiners in the team.
- 6.Responsible for dealing with customers requiring explanation about the collection procedures of the organization whenever necessary.
- 7.Performed other tasks as delegated.

## **Education**

- **The Chhatrapati Sahu Ji Maharaj University, Kanpur, U.P**

2009

B.Sc Non Medical

## **Language**

- English , Hindi, Punjabi

## **Hobbies**

- Heena Art

## **Personal Details**

- Date of Birth : 17121986
- Marital Status : Unmarried
- Nationality : Indian