**Dhirender Rautela**

Address: B-154, Sector-20, Noida, (U.P.), 201301

Contact No: +91 - 9013436434, 9540651826, E-mail: dhirender.rautela747@gmail.com

**CAREER OBJECTIVE**

To work in an environment that offers opportunities for growth and helps to forefront my skills. The attitude would be to work with commitment and sincerity towards the organization, which in turn would make me able to realize my own vision.

**PROFESSIONAL EXPERIENCE**

**Samsung India Pvt.Ltd**

*Currently working as a Brand Promoter in Samsung India Private Limited since 8th march 2108 to till date.*

**Aon Hewitt (Noida)***Benefit Operation Administrator (BOA), August 2013 to 06th January 2018.*

* Providing Customer Service through email/chat and resolving our clients query related to Health benefits
* Email within a non-scripted environment.
* Ensuring adherence to Client Service Level Agreements and maintaining documentation tracker of SOPs/Operating process exceptions
* Communicating these to senior team member on regular basis
* Carrying out data entry and rule based entry and performing simple process calculations.

**ACHIEVEMENTS**

* Platinum Award for the month of January 2014.
* Platinum Award for the month of October 2015.
* Gold Award for the month of January 2016.

**Infiniti Retail Ltd (Tata Croma)***Customer Service Executive, 14th March 2011 – August 2013*

* Welcomes customers by greeting them; offering them assistance.
* Directs customers by escorting them to racks and counters; suggesting items.
* Advises customers by providing information on products.
* Helps customer make selections by building customer confidence; offering suggestions and opinions.
* Documents sale by creating or updating customer profile records.
* Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
* Contributes to team effort by accomplishing related results as needed.

**ACHIEVEMENTS**

* Appreciated for giving outstanding performance in the month of Aug 2012.
* Appreciated for giving consistence performance for a year from 2011 to 2012.
* Appreciated for being second highest incentive Achiever in Delhi (NCR) in the month of Q1.
* Appreciated for being a Top Performer in a store for the month of August.

**TECHNICAL SKILLS**

* Knowledge of Oracle finance 11I – (Oracle general ledger, Oracle Payables, Oracle receivable, Oracle cash management, Oracle fixed assets, Oracle inventory, Oracle HRMs, Oracle purchasing, System administrator, Multi Organization Etc.)

**EDUCATION QUALIFICATION**

Pursuing MBA from Subharti University Meerut.

**Graduation from Manav Bharti University (Himachal Pradesh)**

*Bachelor of Commerce(B.com)*

**PERSONAL INTEREST**

Playing Cricket and Watching movies

**PERSONAL DETAILS**

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| --- | --- |
| Name | Dhirender Rautela |
| Date of Birth | 1st July 1986 |
| Father’s Name | Mr. Balwant Singh Rautela |
| Marital Status | Married |
| Nationality | Indian |
| Language Known | Hindi, English, Gadhwali |

I hereby declare that all the information described above is correct and best to my knowledge, and I take responsibility for any error due to the above description.

Date:

Place:

**(Dhirender Rautela)**