**CHITRA MAHOR**

Address: - WZ-668/4C, Srinagar Garden, Gali number 2, Shakurpur, Delhi-34

Contact No: - 9818989177

E-mail: - chitra.m09@gmail.com

**Career Objective:**

To work for an organization that would provide me an opportunity for my full personal as well as professional growth and development.

**Educational Qualification:**

Graduation in B.com (H) from Delhi University, 2009.

10+2 CBSE board, 2006.

10th CBSE board, 2004.

**Experience:**

* Itspossible Nutraceuticals Limited

Designation: Customer Support Executive.

Period: June 2019 till Mar 2020.

* Snapdeal

Designation: Customer solution specialist (Non-Voice).

Period: October 2014 till Feb 2016.

* Hotel Corporate Regency

Designation: Guest Relation Executive (GRE)

Period: October 2012 till September 2014.

* AI-SATS at T3 IGI Airport Delhi.

Designation: Customer Service Agent (CSA)

Period: November 2010 till October 2012.

**Job Responsibilities:**

**With Itspossible Nutraceuticals Ltd**

* Handling Distributors and Clients query regarding products, orders, commission etc.
* Handling Emails and Calls.
* Providing backend support.
* Tracking Payment of orders.
* Leading 2 new launched process Sales Lead Module and Leaders Lead Module and reporting directly to company Director.
* Handling company branding in events, trainings and seminar.
* Handling consistency rewards and reporting for the company.
* Updating Company website.

 **With Snapdeal**

* Providing email response within the ART.
* To provide complete or best possible resolution to customer's queries at first point of interaction.
* Have up to date information of all offers running on company website.
* Facilitate customer in refund/replacement of products.
* Adhere company norms and policy to achieve maximum customer satisfaction.
* To manage complaints escalation.

**With Hotel Corporate Regency**

* Welcome guests during check-in and giving a thank you to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, arrivals and departures.
* Coordinating and multi-tasking job duties in a busy environment.
* Have up to date information on daily room occupancy**.**
* Providing excellent customer service as per hotel standards.
* Check on VIP reservations and complete their pre-registration formalities.

**With AI-SATS**

* Greeting and checking passenger documentation. To handle transit operations.
* To check passengers in using a computer-based system, issuing boarding cards and baggage labels.
* Process passengers at the boarding gate.
* Apply airline regulations which may involve charging excess baggage.
* Adhere and apply strict security and safety regulations.
* Effectively assist passengers with their experience travelling through the airport.

**Strengths:**

* Ability to work undisturbed for long hours
* Good Team player
* Punctuality
* Good Interpersonal skills

**Personal Details:**

DOB : 1st September 1988

husband Name : Deepak Khitolia

Gender : Female

Marital Status : Married

Language Known : English, Hindi

Nationality : Indian

Height : 5’3”

Date.……….. (Chitra Mahor)

Place.……….