**Curriculum Vitae**

**KARISHMA**

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**CARRER OBJECTIVE:**

To join a highly professional and dynamic organization where I can utilize my knowledge and vast work experience to grab ample of career progression opportunities.

**PROFESSIONAL EXPERIENCE – (07 Years & 0 Months)**

**From September 2016 to Present (05 Years & 0 Months)**

**Company: Cummins Sales & Service Pvt. Ltd.**

Cummins Sales & Service Private Limited (formerly known as Cummins Svam Sales & Service Private Limited) which was incorporated a 50:50  joint venture between Cummins India Limited, became **a wholly-owned subsidiary of Cummins India Limited** with effect from October 01, 2015. Cummins Sales & Service Private Limited focuses on sales and service of **Cummins Generators, Lubricant Oil, Battery, parts and accessories.**

**Post held: Executive – Parts (From Jun’18 to Present)**

**Job Description:**

* Preparing Quotations and sending to the customers
* Invoicing and Execution of PO execution at our branch
* Handling the customer queries over the phone and walk-in customers
* Preparing data to support the management
* Maintaining stock
* Managing cost and ordering of the products
* Take ownership and handle the counter customers and whole process of supply chain.
* Arranging material for support branch

**Post held: Customer Care Executive (From Sep’16 to May’18)**

**Job Description:**

* Handling Customer Queries over the phone and emails
* Updating Service Request
* Taking feedback from the customers
* Preparing data and reports send to our HODs
* Transfer queries to concern department

**From August 2014 to August 2016 (2 Years)**

**Company: Toshiba India Pvt. Ltd.**

**Post held: Service Co-ordinator**

**Job Description:**

* Handling customer queries regarding service of LED & LCD
* Registering customer complaints
* Maintaining data of Customers queries
* Deputing Service Engineers to the sites

**ACADEMIC QUALIFICATION:**

* Graduation from Delhi University (2019)
* 10+2 from CBSE Board ( 2013)
* 10th from CBSE Board (2011)

**SOFTWARE PROFICIENCY:**

* Windows
* Ms Office
* Computer ‘O’ Level Certificate (1 Yr.)

**STRENGTH:**

* Quick Learner
* Confident
* Hard working

**PERSONAL DETAILS:**

* Date of Birth : 14-11-1994
* Nationality : Indian
* Marital Status : Unmarried
* Languages Known : English & Hindi
* Passport No : U1466191
* Permanent Add. : Sec-16A, Dwarka, Delhi- 110078

**CONCLUSION:**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief; these data perfectly describe my qualifications, my professional experience and me.

**Updated till September -2021**