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**Contact Details**

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**Address: C/3 Chandrapuri Apartments, B/h Govt. Colony, Vastrapur, Ahmedabad- 380052.**

**DOB: 25/06/1983**

**ACADEMICS**

* M.B.A (Marketing, Part time) from IBMR, affiliated with Sikkim Manipal University in 2010 with Distinction.
* B. Sc with (Mathematics) from St.Xavier’s College in 2003 securing 74%
* H.S.C from G.H.S.E.B.(English Medium) in 2000 securing 64%
* S.S.C from G.H.S.E.B.(English Medium) in 1998 securing 83%

**DIPLOMA**

Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Air Hostess Training, Ahmedabad in the year 2006

**PROFESSIONAL EXPERIENCE**

**Currently working in Chiripal Group of Companies**

**From May 2019 till date**

**Responsibilities:**

Collecting & extracting reports and showing to CMD for analysis.

Follow up on the reports.

Managing calendar of Director. Fixing meetings & ensuring that agenda is circulated.

Composing emails and sending important information to all.

Travel arrangements of Director & Senior Team members.

Managing the personal requirements of Director & family.

Other inter-departmental co-ordination.

**Executive Assistant to Director (Admin & EF, EDC),**

**Gujarat State Fertilizer & Chemicals University, Baroda**

**From March 2018 till Nov 2018**

**Key Responsibilities:**

* Handling correspondences- replying to emails on behalf of senior management (filtering & highlighting important & urgent emails and showing them to management for further action).
* Attending phone calls & Scheduling meetings (preparing agenda, circulating agenda & capturing minutes of meetings)
* Making presentations & reports (related to board meetings, daily review meetings, event related meetings)
* Filing systems & databases (maintaining and updating files)
* Follow up work on pending tasks as directed by management
* Co-ordination work of various activities & conferences
* Project Reports of EDC programs. Help in co-ordination of various EDC programs
* Identifying problems areas & implementing & maintaining administrative systems for the same (department specific too and when need be)
* Making SOPs and flow-charts for any department or when a certain event comes up. (For allotting duties for the smooth conduct of the event)
* Travel arrangements as and when need be

**Personal Assistant to the Senior Vice Principal**

**Delhi Public School, Ahmedabad**

**Duration: 2 years 11 months (Jan 2014 to November 2016)**

**Roles/Responsibilities:**

* Answering phones, taking messages, directing calls, coordinating general school office operations (composing and forwarding communication in the form of emails & other information), and greeting and attending to school visitors, school staff, and student requests.
Type meeting agendas.
* Collect data and make monthly MIS of Sports, Dance & Music, Art & Craft & Academics Depts.
* Making Friday Stay back Schedule of teachers & displaying it on notice boards.
* Assisting the Sr. VP in filling up the performance appraisal of teachers online.
* Assisting the Sr. VP in making the list of duties and responsibilities to be given to teachers in events. Being present in the events for support. Also did invigilation duty in entrance exams.
* Typing the data for Management’s speech in important functions.
* Maintain registers for various records (late coming of students, details of visitors, receiver’s signature after handing over a document, circulars of important information).
* Maintain employee files.
Copy and distribute documents/forms signed by the principal, checks, invoices, personal day requests, etc.
Assist with the distribution of school staff communication/materials as needed or required
* Organize main office area for efficiency, safety, and appearance
* Type, proofread copy, distribute, and file correspondence as needed or requested.
 Perform any other duties/assignments as assigned/requested by the principal.
* Additional duties given in HR, transport, and other departments as and when needed.

**Customer Relationship Manager**

**TATA COMMUNICATIONS:**

 **Duration: 3 Months. (Jan 2012 to April 2012)**

Worked as Customer Relationship Manager at TATA COMMUNICATIONS since January 2012.

 **Roles/Responsibilities:**

* Visiting Company Accounts(Small and Medium Enterprises) allocated to me, solving their issues, up selling new products
* Have to also maintain the sales target assigned.
* Up selling Application and Services for Business Enhancement.
* Maintaining Relationship with the Company Accounts, so as to avoid Churn.

**Customer Relationship Executive**

**TATA DOCOMO**

**Duration: 1 year 10 months. (March 2010 to Jan 2012)**

**Roles/Responsibilities:**

TEC (TATA EXPERIENCE CENTRE)

* Attending customers and explaining and selling TATA DOCOMO Connections and handsets as well.
* Maintaining store hygiene.
* Cash reconciliation at end of the day.
* Maintaining audit parameters of the company.
* Up selling of various Value Added Services.

**Officer Customer Relations**

**Bharti Airtel Limited**

**Duration: 2 yrs 6 months (April 2007 to Oct 2009)**

**Roles/Responsibilities:**

* Handling Customers walk-ins, solving their queries with proper solutions.
* Coordinating with different departments for getting resolutions on urgent basis.
* Maintaining record of all walk ins.
* Doing follow up of customers to know satisfaction level.
* Proactively taking approvals from managers for server select clients.
* Raising service request depending on kind of complaints and answering to applications received.
* Retaining customers.
* Maintaining service level.
* Training new inductees in business operations and care systems.

**ACHIEVEMENTS**

* Awarded for best Customer Retention in the year 2009.
* Received commendation from Airtel management for superior customer satisfaction in 2008.