**Ushma**

T-1, Plot No.- 241,

Niti Khand- 1, Indirapuram,

Ghaziabad, U.P.- 201010

 Ph: 9560720390

E-mail: *ushma.newlife@gmail.com*

**Career Objective**

*“To achieve my goals through hard work and Knowledge”*

*The phrase sounds clichéd but I would like to agree that it is the aim of my life. And also to make the best of opportunities that come my way. It is also a trait that I’ve tried to inculcate within me.*

**Skills**

* Corporate culture sensitive.
* Soft skills sensitive.
* Knowledge of Internet and MS-Office.
* 3 years experience in retail and communication sector.
* Over 1.7 years experience in Retail Sector (**Vodafone)**.
* Around 1.4 years experience in BPO Sector **(Tech Mahindra)**.

**Work History:**

**Amazon Logistics**

**Designation: Team Lead- July 2020-Working**

**Roles & Responsibilties**

* Strong people management and leadership skills.
* Works with the Operations Manager on maintaining department expense budgets in accordance with the planned workload
* Develop, maintain, trend and report Key Performance Indicators
* Ensure the effective management both in terms of business objectives and the personal and professional development of direct reports
* Drives continuous performance improvement for business results
* Ensures teams maintain a clean orderly work area through use of 5S visuals management tools and standards
* Establish action plans for improvement
* Leads and directs the workforce in problem identification, problem solving and implementing continuous improvement measures

**Yuva Trip Private  Limited**

**Designation:  Assistant Manager- Corporate Sales- April 2019 –Aug 2019**

**Roles & Responsibilities**

* Worked as an **Assistant Manager** in Corporate Sales.
* Meeting with corporate clients.
* Give presentation to clients regarding the product.
* Taking follow ups.
* Coordinating with team members.

**Vodafone**

**Designation:  CRE- Aug 2017 - to Jan 2019**

**Roles & Responsibilities**

* Worked with Sales and Support to provide post-sale.
* Performs well in fast paced, high pressure environments.
* Excellent communicator that collaborates with team members.
* Proven ability to analyze existing systems and schedule upgrades to increase performance and productivity.
* Strong understanding of switching systems, mail.
* Analyzed and resolved telecommunications billing issues.
* Advised management of improvements arising from customer feedback during post-sale installation and user-interaction experiences.
* Deals in corporates with huge  numbers of accounts.
* Handling the business in retention & churn.
* Responsible for Profit & Loss of the Store.
* Coordination with team and team leader.
* Responsible for Accounting, cash handling & Daily Bank Deposits.
* Preparation of Documents like Stock Registers, PettyCash Registers, Cashbook, Debit Vouchers, Delivery Orders.

**Tech Mahindra**

**Designation:  CRE - Aug 2015–Oct 2016**

**Roles & Responsibilities**

* Handling customer query.
* Maintains a Database of retention and churn.
* Gathering customer feedback and acting on it and reporting to Head Office on weekly basis.
* Ensuring zero complaint position on Daily Basis.
* Responsible for Internal Audit.

**Education**

B.Sc(H) Chemistry               -Delhi University(2016)

Senior Secondary                - CBSE, Vidya Bharti School(2011)

                                                  -CBSE, Vanasthali Public School(2009)

**General Information**

Father’s Name: Mr. Surender Kumar

Date of Birth: 1st Dec 1992

Marital Status:                 Married

Gender:                              Female

Language                           Hindi, English

**Personality & Interests**

* Patient, responsible and a team player
* Listening to Music

**Strengths**

* High level of commitment, enthusiastic, cooperative and hardworking
* High on learning curve & strong conviction for success
* Strong teamwork, self- confidence and effective communication

**Date: ………………                                                                                              (Ushma)**