

CURRICULUM VITAE

Pooja Rana

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Objectives

Business makes world go and grow. I am looking for opportunity that can be a brick of my career, understanding and of course learning upon which I can build up my self, achieve personal as well as organizational goals.

Education

B.B.A (2012-2015)- Completed BBA from JIMS vasant kunj New Delhi affiliated to Guru gbind singh indraprastha university.

12th CBSE – (2012 passed)- Completed 12th from CBSE board in year 2012 from DAV public school vasant kunj New Delhi.

10th CBSE – (2010 passed) Completed 10th from CBSE board in year 2010 from DAV public school vasant kunj New Delhi

Experience

1 Sr. Executive operations returns and refund (03-11-2016 –24-03-2018)

Indiarush.com (Arnit retail pvt ltd -212 dhla phase 3 industrial area nearby HDFC bank New Delhi-110020)

Key responsibilities

- Preparing daily pickup reports.
- Preparing returns lost and vendors disputes data on monthly basis.
- Maintaining customer refund data on daily basis and processing for them for refund.
- Monitoring vendors wise return count % and maintaining data.

- Working in internal tickets and customer issues(in case of CEO escalations only)
- App store reviews check and update
- Checking facebook negative comments and reviews.
- Conducting outcall activity for all necessary scenarios for return and refund related(including)
- Pickup MIS analysis and dosing all pickups within TAT and taking follow up for out TAT pickup and DTO shipments with the courier.

2. Executive Escalation handling (24-06-2015 to 02-07-2016)

Shopdues.com (Clues network pvt ltd- Plot 112 sector 44 Gurugram, Haryana- 122002)

Key responsibilities

- Escalation call handling via call and e-mail channels.
- CEO escalation handling and handling escalation via info channel with 95%+ quality score
- Taking responsibility for urgent closure and following up with inter department for the closure for the escalations.
- Spontaneous follow up with departments and customers till the closure and feedback from each customer post resolution.

3. Sales executive (06-10-2014- 16-03-2015)

Pdicy bazaar.com(Ewin marketing pvt ltd- Plot no 139 sector 44, Gurugram, Harayana 122002)

Key responsibilities

- Working on leads to generate sales for process online term plan.
- Follow up with customers for the registration of the term plan,
- On call briefing regarding the pdicy, benefits and process of registration.
- Keeping the records of all leads and refining old lead for sales.

Skills

Ms office and maintaining data and records

Working inter department with coordination

Managing daily reports and achieving set goals

Email writings and call handling

Data analysis and data management on daily basis

Punctuality and doing RCA of the assigned job role in order to neglect the deviations from the process if any.

Creating the methods and modules to work accordingly, to achieve the task effective as well as efficient manner.

PERSONAL PROFILE:

NAME - Poja Rana
DATE OF BIRTH - 05-10-1993
GENDER - Female
MARITAL STATUS - Single
LANGUAGES KNOWN - English and Hindi

Date

