CURRICULUM VITAE

GAURAV KUMAR

E-mail: gk3222@gmail.com
Mobile: +91-7295948690
Krishnapuri, Ranchi

CAREER OBJECTIVE:

I wish to work in an organization where I can enhance my overall skills and this enhancement could play a role in the growth and development of the organization.

PROFESSIONAL SKILLS:

- Strong analytical skills; ability to analyze and interpret information in multiple view points.
- Having good communication & problem solving skills with high attention to details.
- Proficient in using MS Office applications with good data handling skills and depth analysis using MS-Excel.

WORK EXPERIENCE:

(2019 – To Present) – Working as CRM at CN HONDA, Ranchi.

- ❖ Analyzing data and generating fresh leads to ensure a healthy flow of fresh service appointments for the workshop.
- ❖ Monitor the customer relationship executives, set monthly and daily calling and appointment generation targets.
- ❖ Design and lead initiatives to bring back lost service customers.
- ❖ Create reports on daily and monthly basis of all service visits, CRE's performance and lead status.
- ❖ Monitor and own all customer satisfaction process in service, and ensure high performance for the dealership on all customer satisfaction scores.
- ❖ Resolving Customer complaints timely and effectively and taking steps to ensure such complaints are avoided in future.
- ❖ Closing all the customer complaints in CRM DMS (HiRise HONDA) after appropriate resolution.
- ❖ Prepare the root cause analysis for the customer complaints and determine accountability.

SKILLS USED: AutoNinja CRM Software, DMS Software (HiRise HONDA)
MS-Office (MS-Excel, MS-Word, MS-PowerPoint)

(2014 – 2019) - Worked as a Project Manager at Aarisha Inc, Ranchi.
- ❖ Assigned to manage IT operations, allocation of work to team-members.
- ❖ Dealing with client related queries and relevantly finalising agreements.
- ❖ Handling day-to-day activity and generating monthly, quarterly and yearly reports.

SKILLS USED: MS Office (MS Word, Excel & PowerPoint)

(2011 – 2013) - Worked as a Trainee Software Engineer at Mphasis, Bangalore.
- ❖ Resolve UCMA queries according to the project requirements.
- ❖ ADD/Modify codes to the related programs as per the project requirements.
- ❖ Prepare documents for all the modifications done in the program with related details for future reference.

SKILLS USED: Programming Language - COBOL, JCL
                 OS - z/OS (Mainframe) Database - DB2

EDUCATION:

Masters of Computer Applications (2008-2011) from Sir MVIT College, Bangalore Affiliated to Visveswaraih Technical University.

Bachelor of Computer Applications (2005-2008) from Gossner College, Ranchi Affiliated to Ranchi University.

Intermediate in Science (2002-2004) from St. Paul's College, Ranchi Affiliated to Jharkhand Academic Council.

10th in 2002 from Kendriya Vidyalaya Hinoo, Ranchi Affiliated to C.B.S.E

PERSONAL DETAILS:

DOB :-	05/03/1987
Gender :-	Male
Marital Status :-	Married
Language Known:-	Hindi, English.
Hobby:-	Listening music, Surfing net.
Father's Name & Occupation:-	Mr. Dilip Kumar, Govt.Employee.

DECLARATION:

I hereby declare that the information furnished above is true to my knowledge.

Date :   **(GAURAV KUMAR)**