

Curriculum Vitae

K- Cluster House No 90,
Shiwalik Nagar, Haridwar.
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PUJA SHARMA

CAREER OBJECTIVE

Intend to build a career with leading corporate of Hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

SUMMARY

- Total more than 13 years of experience among which 9 years of rich experience in Customer Support & Relationship Management in Gurgaon / Delhi NCR.

CAREER GRAPH

Organization	Duration	Designation	Role
Industrial Automation and Logic Solution	26 June to be continue	Office Coordinator	Coordinate with other dept. for work.
Alankit TPA Pvt. Ltd	05 th March 14 to 06/07/14	Assistant Manager	Grievance & CRCM
Vipul Med Corp TPA Pvt. Ltd Gurgaon (HR)	5 th Dec 06 to 28/02/14	Assistant Manager	Grievance & CRCM , QUERY AUDIT 04/12/06 to 30/11/12
Bharti Group, Gurgaon	10 th July, 2005 to 1 st Oct 06	Customer Care Executive	Customer Management Solutions
Kitchen Appliance India Ltd, Dehra Dun	2 nd Oct 2002 to June 2005	Executive - Administration	Admin. Executive cum Front Office Executive
Satyam Computer, Dehra Dun	10 th Aug 1999 to Sep, 2002	Executive - Administration	Front Office Executive cum Computer Operator

PROFILE & REPONSIBILITIES:

- Handling Grievance Department related to insurance company, insured, corporate & our branches.
- Prompt Feed back to each and every complaint received.
- Customer Support Management.
- Successfully completed ISO Audit.
- Successfully completed Audit for National Insurance Company and United India Insurance Company from last 5 years.
- Successfully completed IRDA Audit.
- MIS Reporting to CEO.
- MIS Reporting to United Insurance Company and Oriental Insurance Company for Grievance.
- Assist in Routine work to COO of Company & File Management.
- Providing customer care support & service to end users for Airtel prepaid process. (INBOUND)
- Independently handled Office Administration of whole office.
- Facility Management - House keeping & up keep of office & warehouse.
- Maintain attendance record of employees.
- Updating leave record.
- Updating inventory records.
- Compile and update the local vendors for quotations.
- Orders and maintains stock of all types of office stationery
- Responsibility of office management.

PRESENT PROFILE & REPOSNSIBILITIES:

Presently working with claim dept for Branch related matter and Query.

- Review all query file after Doctor processing.
- Coordinate with Branches all query related matter.
- Query reply review and forward to concern doctor with help of concern person.

PROFESSIONAL QUALIFICATION

- Pursuing MBA from SYMBIOSIS CENTRE FOR DISTANCE LEARNING (PUNE)

ACADEMIC BACKGROUND

- POST GRADUATE (M.A, Hons. in Economics) from H.N.B. Garhwal University Dehra Dun in 2000.
- GRADUATE (B.A, Hons. in Economics & Pol. Science) from H.N.B. Garhwal University Dehra Dun in 1998.

COMPUTER PROFICIENCY

- Certificate course in Computer Application from IDS Computer Academy, Dehra Dun
Application: MS office, DTP Software & knowledge of Tally (Version 4.5)

AWARDS & ACHEIVEMENTS

- Winner of Best Employee Award, 2005 in Bharti Telecom
- Name short listed two times for Best Employee, 2008 and 2010.

PERSONAL PROFILE

Father's Name	:	Sri Jagat Ram Sharma
Date of Birth	:	January 05, 1978
Marital Status	:	Single
Permanent Address	:	36, New Basti, Patel Nagar, Dehra Dun

Place : Haridwar

(PUJA SHARMA)

Date :