

Curriculum Vitae

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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 14 years of experience among which 7 years of rich experience in Customer Support & Relationship Management in Gurgaon / Delhi NCR.

CAREER GRAPH

Organization	Duration	Designation	Role
Vipul Med Corp TPA Pvt. Ltd Gurgaon (HR)	5 th Dec 06 to 2014	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 Appalaches 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 Feedback 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 - Housekeeping & 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 & REPOSIBILITIES:

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	:	MARRIED
Permanent Address	:	36, New Basti, Patel Nagar, Dehra Dun

Place : New Delhi

(PUJA SHARMA)

Date :