

MANSI GUPTA

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OBJECTIVE

To get a challenging position where I get an opportunity to explore my capabilities to the maximum extent and contribute to the goal and success of the organization.

TECHNICAL SKILLS

Software	<ul style="list-style-type: none">• Microsoft Excel• Microsoft Word• Microsoft PowerPoint• Outlook• Microsoft Office
Achievements	<ul style="list-style-type: none">• I have experience of 2 years.• I have shared KT sessions and mentored 10 new employees on customer care services.• Awarded as Best Rocky award in the cultural event held in Oberoi's Education Link.
Domain Experience	<ul style="list-style-type: none">• Worked as a team player.• Working experience for nations like the USA, UK, Australia, Canada, and New Zealand• Build long-term relationship with Consultants/Clients• Data Entry Services.
Management Experience	<ul style="list-style-type: none">• Proper communication skills to motivate and satisfy the clients.• Transparency in work culture.• Proficient in mapping client's requirement and provide the solution to their queries.

PROFESSIONAL EXPERIENCE

OPERATIONS MANGMENT | HDFC BANK Experience Summary

Role	Operation Executive – OPERATIONS MANGMENT
Period	Mar 2018 - Jan 2019
Responsibilities	<ul style="list-style-type: none">• Resolve customer inquiries via phone and email, consistently achieving the targets.• Trained and mentored 10 new employees on customer care services.• Listening customer query and update in the system portal.• Maintained Data in Excel sheet.

	<ul style="list-style-type: none"> • Make a report on daily basis and upload on portal and forward to the manager.
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OPERATION EXECUTIVE | OBEROI'S EDUCATION LINK Experience Summary

Role	Operation Executive
Period	Mar 2017 - Feb 2018
Responsibilities	<ul style="list-style-type: none"> • We provided a true professional consultation service for students and parents. • We offered global education in nations like the USA, UK, Australia, Canada, and New Zealand. • We were a higher education management consultant that supports international universities by offering a wide range of services. • We screen student documents before sending them to the University Administration for review. Then, we examine the chosen candidates, process their visa, and enroll them in courses.

EDUCATION

Qualification Category/Board	Qualification
Lucknow University, 2018 - 2020	M. Com (Pure Commerce)
Lucknow University, 2015 - 2018	B. Com
Isabella Thoburn College, Lucknow, 2014 - 2015	Intermediate

HOBBIES

- Dancing
- Art & Craft

DISCLAIMER

I hereby declare that all the details provided above are true to the best of my knowledge.

Date:

Place:

(Mansi Gupta)