**Curriculum Vitae**

Name : Manpreet Kaur

Permanent Address : House No- 546

Flat No - 302,

2nd floor

Malviya Nagar

Jaipur

Phone No : (M)09549177888

E-Mail : manpreet.jyani@gmail.com

**WORK PROFILE**

* Worked as a “scrutinizer” and “office assistant” in Indian Market Research Group since May, 2008 till Oct 2008, taking care of:
  + - * Handling accounts
      * Briefing the juniors
      * Handling office work
      * Scrutinizing the projects
      * Worked as a “Tele caller” in Frankfinn Institute of Air Hostess Training, Chandigarh since July, 2008 till Oct 2008, taking care of:
* Doing outgoing calls
* Handling incoming calls
* Sending mails
* Worked as “Front Office Assistant” in The Leela Kempinski Gurgaon from 1st Nov 2008 till Dec 2009.
* Taking care of Concierge, Reception and Cashier

* + - * Worked as “Sr. Executive Marketing” in ATS Infrastructure Chandigarh from 28th June 2010 till Nov 2010, taking care of:
        + Handling Clients
        + Briefing projects
        + Handling front office work
* Worked as a “Front Office Executive” in Audi Gurgaon from 26th Nov 2010 till September 2014.
* Handling Clients
* Handling Appointments and calls for M.D & Managers
* Keeping Records of all Files.
* Promoted as a “Customer Relationship Manager ” in Audi Gurgaon from 08th September 2014 and worked till April 2015.
* Handling complaints.
* Delighting customers.
* Achieving 75% of overall satisfaction
* Punching complaints in skelta and to resolve.
* To work on interviews punched on CSS portal.

**ACHIEVEMENTS**

* Participated in swimming competition at state level.
* Awarded gold medal in cycling competition at state level.
* Won gold medal in Badminton at district level.
* Participated in Judo, Volleyball, Basketball, Badminton, Kho-kho & Kabadi in inter college competitions.
* Won 2nd prize in “Sanskrit Mantra Ucharan” at School level.
* Participated in Dance Competitions & co-curricular activities at school level.
* Won 3rd prize in “Rakhi Making” competition at school level.
* Won audience prize in science quiz competition at school level.
* Awarded certificate at state and national level respectively in NCC.

**ACADEMIC QUALIFICATION**

* Bachelor of Arts- Kurukshetra University. (2006-2009)
* High school- Central Board of Secondary Education (2005-06)

**PROFESSIONAL QUALIFICATION**

* Undergone one year BTEC (HNC) in Aviation, Hospitality and Travel Management from Frankfinn Institute of Air Hostess Training, Chandigarh.( 2007-08).
* Undergone swimming training programme from Chandigarh (October, 2007)
* Undergone First Aid training from Red Cross Society, Chandigarh (February, 2008)
* Undergone 2 Years diploma in counselling and psychotherapy- Kurukshetra University.

**LANGUAGES KNOWN**

* English : Read, write & speak
* Hindi : Read, write & speak

**PERSONAL DETAILS**

* Date of birth : 19th December, 1989
* Vision : Normal

**INTEREST**

* Fond of Listening to Music.
* Like to play different outdoor and indoor games or sports.
* Enjoy counselling people.

**NAME : Manpreet Kaur**

**DATE :**

**PLACE :**