



Varsha

EXPERIENCE

December 2022 - Current

Front Desk Executive cum HR assistant Infostride Technologies Private Ltd | Mohali, India

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.
- Resolved customer issues quickly and notified supervisor immediately when problems escalated.
- Answered multi-line phone system and transferred callers to appropriate department or staff member.
- Maintained confidentiality of sensitive data to protect customer and business information.
- Maintained organized and clean front office area to create professional and welcoming environment for visitors and employees.
- Administered payroll operations, including adjustments, holiday pay, and resolving discrepancies.
- Organised company events, such as team-building exercises and annual parties, boosting morale and engagement.
- Managed employee records, ensuring confidentiality and compliance with data protection regulations.
- Facilitated communication between management and staff, aiding in the resolution of workplace issues.
- Supported managers with ad-hoc administration and queries.
- Arranged meetings and appointments using calendar management system.

August 2024 - October 2024

Invigilator Testing IDP Education | Amritsar, India

- Conducted thorough checks of exam venues prior to commencement, verifying suitability and security.
- Conducted regular checks throughout exams to deter cheating and uphold academic standards.
- Supervised students during exams, promptly addressing any queries or issues that arose.
- Maintained a calm and orderly atmosphere in examination halls to optimise student performance.

February 2022 - July 2022

Team Leader Able Aura | Chennai, Tamil Nadu

- Built strong relationships with customers through positive attitude and attentive response.
- Coordinated treatment and placement activities while supervising team.
- Coached team members in customer service techniques, providing feedback and encouragement toward reaching customer satisfaction goals.
- Assisted with new hire processing and existing training programs.
- Facilitated training for associates through daily coaching and regular performance appraisals.
- Maximized efficiency by removing safety hazards and debris from

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SUMMARY

Experienced Front Desk Executive cum HR Assistant with a proven track record in customer service, administrative support, and team management. Demonstrated expertise in maintaining confidentiality, managing payroll operations, and organising company events. Adept at resolving customer issues promptly and efficiently while ensuring a professional and welcoming environment. Skilled in filing processing, bookkeeping, telephone switchboard operating, and security surveillance. Proficient in Microsoft Excel and Word with strong capabilities in operation issue management and customer data management. Career goal includes leveraging extensive experience to enhance organisational efficiency and employee satisfaction.

SKILLS

- Filing processing
- Bookkeeping
- Telephone switchboard operating
- Security surveillance
- Administrative support
- Printer maintenance
- Funds and budget management
- Team management
- Microsoft Excel and Word

- Operation issue management
- Customer data management
- Order fulfilment
- Telephone enquiries specialist

work areas.

- Participated in cross-functional team-building activities.
- Coordinated treatment and placement activities while supervising team of 17.

November 2021 - January 2022

Senior Customer Relationship Teammate Task Us | Chandigarh, India , Chandigarh

- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Exceeded goals through effective task prioritization and great work ethic.
- Worked flexible hours; night, weekend, and holiday shifts.
- Carried out day-day-day duties accurately and efficiently.
- Handled calls per day to address customer inquiries and concerns.

September 2018 - October 2021

Senior Customer Representative Lead Concentrix MNC | Chandigarh, UT

- Provided information to customers regarding product and loyalty program and helped to open and activate new accounts.
- Recommended services regarding product to customers, thoroughly explaining details.
- Answered constant flow of customer calls with up to 1 calls in queue per minute.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Leveraged sales expertise to promote product and services and capitalize on upsell opportunities.
- Entered customer interaction details in product software to track requests, document problems and record solutions offered.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Collected customer feedback and made process changes to exceed customer satisfaction goals 89%.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services and company information.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

LANGUAGES

- English
- Hindi
- Punjabi

EDUCATION

2024

MBA | Human Resources Development

LPU, Jalandhar - Delhi, Grand Trunk Rd, Phagwara, Punjab

- 1st semester completed
- Coursework in Human Resources to understand the latest trends in marketing, digitalization, financial responsibilities, Administration knowledge, Analytical approach towards AI etc.

Bachelor of Arts | Fine Arts

Indira Gandhi National Open University, New Delhi

- Coursework in History, Environment Studies and English
- Continuing education in Science
- I won many prizes and awards in higher secondary school such as :- Rangoli Competition, Poetry recitation competition, Debates , Science fairs, Speech competition, Dancing of different culture, Organizing Giddha folk dance of Punjab, Painting and Drawing competition and many more.
- I love reading books of science fiction, Adventurous, Treasure Hunting, romance, Vampire origin and reality, Supernatural books.
- Have good and plenty basic knowledge of computer like Internet browsing, PDF to JPG conversion and visa versa, many functions similar to it, Typing skills, Data entry, knowledge regarding proofreading and translation from one to different language.
- Certified for Galileo and have knowledge to operate Amadeus to book flights and make Air Ticketing.
- Have an Experience of Hospitality at Homitel Hotel Sarover group of 3 star Hotel Chain Chandigarh.
- Pretty knowledgeable in handling guest and customer in a pleasant and organized way to induce and attract customer/guest attention.
- Ability to work with different people at all levels.
- Good to grab people attention and presentation.

High School Diploma

Frankfinn Institute of Aviation And Hospitality , CHANDIGARH U.T

- Majored in Hospitality.
- Front office department, Food and Beverage departments, Concierge, Events and Hall arrangement and got experience while getting trained at Homitel Hotel Chandigarh.
- Professional development completed in Aviation, Hospitality and Travel management during Diploma of Frankfinn Institute of Aviation Hospitality and Travel management.
- Graduated in Top 86% of Class

CERTIFICATIONS

- Amadeus, Galilio, worked on Responses of RFP's of India