

Gaurav Singh
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Objective

Eager to excel in job through coping up with challenges presented to me and make the most out of the teaming opportunity in my area of interest by growing in coherence with the organizational objectives.

Profile Summary

- Ability to handle multiple tasks simultaneously,
- Excellent time management and organizational skills.
- Persuasive, emphatic with good problem solving skills.
- Good knowledge of Microsoft Outlook, excel and power point.
- Ability to deal with clients in a professional manner.
- Quick Learner, detail oriented and ability to adapt to new processes in limited time frame.
- Multi-Tasking skills and ability to work under pressure.
- Possess good communication and calling skills.

Analytical Skill Set

Advance Excel —

- Good knowledge of the Microsoft Office suite, particularly advanced use of Excel, including knowledge with macros.
- Management information System (MIS), MIS Reporting
- MIS reporting MS Excel, Data Analysis, MS office, pivot table, data Mapping. Validation, Data processing

Work Experience

Hotel Sun & Sheel Mumbai

Public relationship officer 2005-2009

- Serves as a basic point of contact for customers with complaints queries, request, feedback etc.
- Ensures that all the request. queries and complaint or customer are responded in a timely and professional manner
- Develops as well as maintains the relationship with external parties
- Responsible for proper scrutiny and recording of the complaints received from customers
- Conducts research and complies answers for informational request from external customers

Sheel enterprises lucknow

Project manager 2012-2015

- Keeps management informed by submitting activity and results reports such as daily reports. weekly work plans, and monthly Client servicing Client handling and Client reporting on daily, weekly and monthly basis as per the requirement.
- Working closely with various internal groups to understand business requirements, implement new processes, participate in workforce planning and budgeting activities, and contribute to ongoing process improvements.

Operation manager 23 may 2016 November 2017

- ## Gorakhpur Marbles and works

Agency Manager (Prayag Sanitary ware): Nov 2017-Till now

- ## Education

- ## Hobbies and Other Detail

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| DECLARATION |
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I hereby declare that the information given above is true to the best of my knowledge and belief.

Date

Place

(Gaurav Singh)