

## Shweta Maurya

**Address:** MM 4/19 Vinay Khand 4 Gomti Nagar near Red Rose School  
Lucknow, Uttar Pradesh 226010

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## Summary

- Over all 4.5 years of experience.
- Expertise of customer handling & Team Management.

## Experience

- **Sales Tele caller at Godrej & Boyce Company Ltd.** – Sep 2019- Nov 2021 (2 Year 3 months)

My responsibilities –

- Knowing all the details of the product or service offerings.
  - Identify customer needs and provide solutions through the company's products and services
  - Meet and exceed sales target set by the organization.
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- **Branch Relationship Executive at SBI Credit Card Sales Department** Nov 2021–Jan 2022 (3 months)

My responsibilities –

- Deliver monthly Sales Target of accounts through Partner Branches
  - Manage Relationship with branch staff/Branch Head to leverage the branch customer
  - Resolve Customer Queries and Complaints
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- **Service Coordinator at F1 Info Solution Services Pvt Ltd (Samsung Home Appliances)** Feb 2022–Present (2 Years.)

My responsibilities –

- Handling of customers and clients' complaints or questions.
  - Schedule appointments for clients, answer phones and track clients' service records
  - Allocate Calls to Engineers according to their route
  - Handling customer complaints brought to your attention
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## EDUCATIONAL QUALIFICATION

- MBA in H.R & Marketing with aggregate 63% in 2022 from Swami Vivekanand Shubharti Univetsity U.P
- B.A with aggregate 48% in 2017-2019 from Ishtiyaque Ahmad Memorial Mahavidyalaya Inter College Piprauli, Ballia.
- 12<sup>th</sup> with aggregate 85.8% from U.P. Board in 2016.
- 10<sup>th</sup> with aggregate 72% from U.P. Board in 2014.

## CERTIFICATION

Certification of 3 Months Retail Vocational training course DDU\_GKY Varanasi

## HOBBIES

- Listening Music
- Cooking

## STRENGTHS

- Good communication skills
- Determined to learn with practical approach
- Ability to work in a team with diverse backgrounds
- Enthusiastic and can produce results under deadline constraints

## PERSONAL DETAILS

Name : Shweta Maurya  
Father's Name : Mr. Sushil Kumar Maurya  
Date of Birth : 20-12-1997  
Gender : Female  
Marital Status : Single  
Languages know : English & Hindi  
Permanent Address: Ballia (UP) –221715  
Present Employer : Samsung Consumer Electronics (F1 Info Solution Pvt Ltd)  
Present Designation: Service Coordinator

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## DECLARATION

I hereby declare that all the information furnished above is correct and truth in best of my knowledge & belief.

SHWETA MAURYA