

RESUME

Sapna Pal

New Nandpur Colony Chinhat,

Lucknow

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Career Objective:

I would like to work with a company which gives me a platform to use my expertise and skills for mutual growth and benefit of company and myself.

Work Experience:

- 4.5 years of Experience as Office Assistant & HR Executive in Softwarez Technocrew.(IT Company)
- 6 Month Experience as Customer Care Officer in Career Oriented Services.

Education:

Qualification	Institute	University/Board	Year Of Passing
M.A	Allahabad Deemed University	Allahabad Deemed University	2014
B.A	Adarsh Degree College Lucknow	Lucknow University	2012
Intermediate	Lal Bagh Girls College, Lucknow	U.P. BOARD	2009
High School	Lal Bagh Girls College, Lucknow	U.P. BOARD	2006

Job Responsibilities :

- Maintain all records i.e. stock details, cash details, Daily sale report, billing etc.
- Monitor achievement of sales objectives and key performance indicators.
- Lead Generation.
- Review and track daily sales reports.
- Prepare monthly sales summaries and reports.
- Follow up on customer calls and complaints.
- Compile internal and external customer communications.
- Control expenses and prepare expense reports.
- Payment Follow up.
- Assist the HR manager in planning of Organizational recruitment.
- Responsible for all company secretarial functions, duties and responsibilities.
- Provided help desk support via telephone communications with end-users.
- Responsible for the recruitment, selection and interviewing process.
- Ensuring all HR administrative records are updated and maintained.
- Track the daily attendance of the employees.
- Handling all the queries of the employees, related to salary, leaves and Attendance.
- Explaining the various policies, strategies and benefits to employees.

- Responsibility to stop all type of rumours and misleading communications.
- Present the employees performance report in front of HR manager.
- Done other duties as needed.

Skills:-

- Excellent experience as an office assistant & office Management.
- Proficient with computer literate such as Microsoft Word, Microsoft Excel, Power point and Internet.
- Having strong interposol and customer service skills.
- Maintain records of the daily petty expenses.
- Maintain the important support documents of bills, receipts and vouchers.
- Strong interpersonal communication skills that help in successful execution of activities.
- Ability to work independently and adapt to team environments as well.

NCC Training :

2 Years Training in **National Cadet Corps, Lucknow.**

Diploma :

6 Months Diploma in Advanced Diploma in Computer Applications (ADCA) |

Strength :

- Hard Working
- Positive Attitude
- Capability of working under pressure
- Trustworthiness
- Patience
- Respectfulness
- Honesty

Hobbies :

- Listening music
- Reading
- Shopping
- Net Surfing

Personal information:

Name : Sapna Pal
Father's Name : Mr. Naresh Chand Pal
Date of birth : October 21, 1991
Gender : Female

I hereby declare that the above written particulars are true to best of my knowledge and belief.

Date:

Place: Lucknow

(Sapna Pal)