



# Kajal Kashyap

## Assistant Manager

### My Contact

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### Hard Skill

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- Advance diploma in computer application
- Hindi Typing
- HTML
- CSS
- Tally 9
- MS office
- Customer complaint resolution
- Team work and leadership skills
- Customer oriented mindset
- Team management and target handling skills
- PowerPoint

### Education Background

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- 10TH • 2012 • SGNP INETR COLLEGE, DEHRADUN,
- UTTARAKHAND 1st division from Uttarakhand Board
- 12TH • 2014 • SGNP INETR COLLEGE, DEHRADUN,
- UTTARAKHAND 1st division Uttarakhand Board
- B.COM • 2017 • M.K.P (PG) COLLEGE DEHRADUN, UTTARAKHAND 1st division from H.N.B Garhwal University
- M.COM • 2019 • D.A.V (PG) COLLEGE DEHRADUN, UTTARAKHAND 1st division from H.N.B Garhwal University

### About Me

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Dedicated and detail-oriented Client servicing with 3 years of experience. To work with an organization where I can prove my abilities. My aim is to grow with company and contribute my utmost skills in the realization of personal and organization objectives

### Professional Experience

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#### **ASSISTANT MANAGER • INDIAMART INTERMESH LTD. 16 AUGUST 2021 – 31 March 2023**

Key responsibilities:

- Responsible for assigned companies
- Retain the customer
- Upsell the existing customers
- Ticket management/query handling via Fresh Desk with customer satisfaction
- Excel Work
- Clarify client doubts, probe for confirm understanding of requirement or issues.
- Build a strong relationship with customer by understanding their requirement and suggesting the right way to generate business Ensuring client satisfaction in stipulated time frame To make business doing easy
- Team management
- Actions the proper procedures to resolve customer issues

#### **BUSINESS DEVELOPMENT EXECUTIVE • TESTBOOK EDUCATION SOLUTION PVT LTD. 10th FEBURARY 2021 – 2 june 2021**

Key responsibilities:

- Counsel Potential Students over call
- Explaining the product features in details
- Build a strong relationship with customer by understanding their requirement and suggesting the right way for Govt Exam
- Resolve query on daily basis over telephone to existence student
- Tele sales /Inside sales
- Maintain Calls & sales report in the CRM

## Soft Skill

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- Observation
- Decision making
- Communication
- Multi-tasking

## Achievements

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- Selected for Scholarship "Integral Education Mission" 3 times Continuously 2012-2014
- Cultural head in School
- Rewarded in sales Target Champion ship September 2020
- Competition Winner November (Silver Coin)

## CLIENT SERVICING EXECUTIVE • INDIAMART INTERMESH LTD. •2 DECEMBER 2019 – 8th FEBURARY 2021 RESPONSIBILITY / ROLE

Key responsibilities:

- Responsible for assigned companies
- Retain the customer
- Renewals
- Upsell the existing customers
- Ticket Handling
- Clarify client doubts, probe for confirm understanding of requirement or issues.
- Build a strong relationship with customer by understanding their requirement and suggesting the right way to generate business Ensuring client satisfaction in stipulated time frame To make business doing easy
- Client catalog enrichment

## PROJECT DELIVERY EXECUTIVE • DOON EMOTIONAL DIGITAL COMPANY •1ST AUGUST 2019 – 30th OCTOBER 2019

RESPONSIBILITY / ROLE

- Verification of on-board client in portal
- Designing Online catalog of paid Clients
- Having knowledge of products related to business
- Product Research
- Make it live on portal

## Personal Details

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Date of Birth - 02-09-1996

Gender - Female

Marital Status - Unmarried

Nationality - Indian

Father's Name -Mr. Nathi Ram Kashyap