



DEEPSHIKHA

Assistant Manager-Business Development

Well-organized professional equipped with varied experiences in administrative roles. Driven to increase overall efficiency while maintaining filing systems and screening and answering numerous phone lines daily. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level [Assistant Manager-Business Development] position. Ready to help team achieve company goals.



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SOCIAL MEDIA



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EDUCATION

2012

MJP Ruhilkhand University, Bareilly, UP

Bachelor of Commerce

2014

MJP Ruhilkhand University, Bareilly, UP

Master of Commerce

EXPERIENCE

09.2022 - present

TSM - The Safety Master Pvt. Ltd.

Assistant Manager - Business Development

- Contacting potential clients to establish rapport and arrange meetings.
- Developing quotes and proposals for clients and sending mails.
- Increasing the value of current clients while attracting new ones.
- Finding and developing new markets and improving sales.
- Attending conferences, meetings, and industry events.

08.2018 - 07.2022

Childline India Foundation

(Supported by Ministry of Women & Child Development)

Process Associate

- Managed CRM data to create useful and accurate databases driving growth and excellent service levels.
- Receiving and Making calls daily.
- Listen to callers' concerns, issues and questions.
- Resolve callers' concerns and answer callers' questions to your best ability.
- Maintain a positive attitude and calmly respond to callers' complaints.
- Collaborated with Intervention team for organizational processes, achieve productivity standards and adhere to accuracy standards.
- Refer issues and questions to supervisor and managers if necessary.
- Resolved caller concerns and boosted retention by offering thorough problem solving and active listening.
- Follow up, collecting & analyzing caller's feedback, handling caller's feedback.

HOBBIES



Appreciate Music



Reading Book



Learning New Skills



Travelling



Cooking

LANGUAGES

English



Hindi



PERSONALITY

Communicative
Creativity

Punctuality
Organized

SOFTWARE SKILLS

Microsoft Word



Microsoft Excel



Microsoft Powerpoint



Microsoft Outlook



SKILLS

- ✓ Strong communication skills
- ✓ Able to collaborate with team
- ✓ Relationship management
- ✓ Documentation
- ✓ Database Management
- ✓ Mail handling
- ✓ Ms. Word
- ✓ Data Mining