



bhartikhareta@gmail.com



9211445999



New Delhi, DL 110062

## EDUCATION

PGDM, Marketing And Human Resource  
**FOSTIIMA Business School**, New Delhi  
2023

- Final Grade: 73 %

BBA  
**Jagannath International Management School**, Vasant Kunj, New Delhi  
2020

- Final Grade: 88.6 %

XII Standard - CBSE  
**Amity International School**, New Delhi  
2017

- Final Grade: 82.6 %

X Standard - CBSE  
**Amity International School**, New Delhi  
2015

- Final Grade: 89.3%

## LANGUAGES

### English

Bilingual or Proficient (C2)

### Hindi

Bilingual or Proficient (C2)

# BHARTI KHARETA

## PROFESSIONAL SUMMARY

Human resources enthusiast with over 1 year of comprehensive experience in HR responsibilities and sales. Proven track record in conducting thorough phone screenings, efficiently scheduling interviews, and managing the entire interview process to ensure a smooth candidate experience. Well-versed in utilizing job portals such as Indeed, Naukri and LinkedIn to source top talent. Proficient in Microsoft Office Suite, including Word, PowerPoint, and basic Excel. Known for being highly adaptable and a quick learner, with a strong passion for expanding the skill set and contributing to organizational success in a dynamic environment.

## WORK HISTORY

May 2023 - January 2024

**ICICI BANK - Deputy Manager- II**, Delhi, India

- Seeking Relationship Manager position along with conducting recruitment processes and acquiring Self Employed Segment customers in order to fulfill working capital requirements.
- Conducted initial phone screenings and coordinated detailed interviews with hiring managers ensuring seamless interview process.
- Developed pool of candidates for urgent hiring needs.
- Sourced candidates through various online sources, including Naukri, LinkedIn, Indeed, etc.
- Experienced in using Applicant Tracking Systems (ATS).
- Conducted basic Boolean searches.
- Conferred with customers each day to maintain current understanding of needs and preferences, resolve issues, and promote brand loyalty.
- Identified new business opportunities through diligent market research and analysis, contributing to increased revenue growth.

April 2022 - July 2022

**Moretasks Private Limited - Customer Service Executive**, Gurgaon, India

- Communicated with customers via email and real-time chats, providing enhanced customer satisfaction by promptly addressing inquiries and resolving issues.
- Described product and service details to customers to provide information on benefits and advantages.
- Understanding and use of various software and systems such as Freshdesk, Fresh chats, Backoffice, and Slack.
- Developed effective strategies for managing challenging situations, resulting in positive outcomes for both customers and the organization.
- Completed and closed more than 40 chats per day.

January 2020 - January 2020

**Future retail Limited (Big Bazaar) - Sales and Marketing Intern**, New Delhi

- Conducted research and formed strategies so that maximum products are sold.
- Handled customers at the general management department.
- Certificate of appreciation for selling maximum products at the GM department. More than 20 pieces of the particular product was sold in a day, hence achieving more than the target.

## SKILLS

- Multitasking** :- Managed multiple tasks simultaneously, maintaining high service quality under pressure.
- Interpersonal Skills**:- Fostered strong relationships with employees through regular check-ins, promoting a supportive and engaging workplace.
- Time management**:- Developed and adhered to a daily schedule that maximized productivity and minimized delays.
- Customer Relationship Management**:- Built and maintained strong relationships with clients, ensuring personalized service and attention to client needs.
- Problem solving and conflict resolution**:- Resolved complex customer issues and disputes with a calm and professional approach.
- Cross-selling**:- Identified customer needs and recommended appropriate products, contributing to a significant boost in revenue.
- Microsoft Office** (Word, Powerpoint & Excel)

## ACCOMPLISHMENTS

- Securing first position in second semester End term examination of GGSIPU, 2018.
- Securing highest marks in E-commerce and Business communication in second semester end term examination, 2018.
- Completed certification course in The Fundamentals of Digital Marketing by Google, 2020.