



## SUMMARY

A dedicated and professional receptionist with a proven track record of providing exceptional administrative support and customer service. Highly skilled in managing front desk operations, including greeting visitors, answering calls, and handling inquiries. Adept at maintaining organized and efficient office environments. Demonstrates excellent communication and multitasking abilities, ensuring a welcoming and smooth experience for clients and staff alike.

## EDUCATION

### Satyawati College - IGNOU

Bachelor's Degree in English Honours  
2021- 2027

## SKILLS

- Proven ability to provide exceptional customer service and handle inquiries efficiently.
- Strong organizational skills to manage front desk operations, maintain records, and coordinate activities.
- Ability to manage multiple tasks simultaneously and prioritize effectively.
- Assisted in the recruitment process, from screening resumes to scheduling interviews.
- Supported onboarding activities, including preparing documentation and assisting with orientation.

## CERTIFICATIONS

- Computer Diploma Certificate 2022
- Micro-certification Of Completion (Customer Centricity)

## PROFESSIONAL EXPERIENCE

### Telecaller - Collection Agency

Varaniti Business Solutions | March 2023 - August 2023

- Contacted debtors to negotiate payment plans and ensure timely collection of outstanding dues.
- Maintained accurate records of all calls, payment arrangements, and follow-up activities.
- Handled sensitive information with confidentiality and ensured compliance with legal and company policies.
- Resolved disputes and provided solutions to facilitate debt recovery.
- Built and maintained positive relationships with clients and debtors to ensure a smooth collection process.

### Receptionist

Planet Ecom Solutions Pvt Ltd. | Feb 2024 - Present

- Assisted in the recruitment process, including screening resumes, scheduling interviews, and coordinating with candidates.
- Supported onboarding activities by preparing documentation and assisting with orientation sessions.
- Maintained employee records and updated HR databases with new hire information.
- Handled employee inquiries and provided support on HR-related matters.
- Managed front desk operations, including greeting visitors and directing them to the appropriate departments.
- Answered and redirected phone calls, handled inquiries, and provided information to clients and staff.
- Received and sorted incoming mail and deliveries, and managed outgoing correspondence.
- Provided exceptional customer service and resolved any issues or concerns promptly and professionally.
- Scheduled and coordinated appointments, meetings.