

ANKIT GUPTA

CONTACT

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Chipyana bujurg crossing republic
ABES college (G B.N)greater noida
(PIN 201009)

COMPUTER SKILLS

MS Word

Excell

Power Point

SAP

EDUCATION


High School Passed on UP Board
Allahabad

Intermediate Passed on UP Board
Allahabad

BSc Processing 2nd year from FS
University Shikohabadelit.

I have completed CCA COURSE OF
COMPUTER WITH IT SCHOOL OF
COMPUTER WORLD EDUCATION

LANGUAGES

English 

HINDI 

PERSONAL DETAILS

Father's Name : Rajesh Gupta

Date of Birth : 13 JULY 2002

Hobbies : Playing& Hard Working

Carrier Objective

To associate with esteemed organization and
work for the betterment of the Organization.

PROFESSIONAL GOALS

To make maximum utilization of my experience in implementing new innovative
efficient techniques in working methodology for constant improvement climb the
ladder of success by putting in work and best efforts in my endeavors.

WORK EXPERIENCE

I have been working with Reliance SMSL limited as
Sr.Customer Service ASSOCIATE at Cloud9 visali Ghaziabad
since 01 NOV 2020

RRL GROUP

- RRL Group is India's leading retail company with presence across multiple lines of businesses.
- The company owns and manages multiple retail formats that cater to a wide cross-section of the Indian society and is able to capture almost the entire consumption basket of the Indian consumer. Headquartered in Mumbai (Bombay), the company operates some of India's most popular retail formats that include, Reliance Smart, and Reliance fresh. While retail forms the core business activity of RRL Group, the group has developed significant presence in consumer finance, capital, insurance, brand development, retail media and logistics.

JOB RESPONSIBILITY

- Customer Relationship manage
- Provide Resolution of customer complaint Soonly
- Completely manage and tagged grievance issue
- Regularly manage Home delivery process
- Properly follow up to Customer till delivered time (Delivery)
- Regularly manage cash counter
- Also manage categories signage ,and Display , properly FIFO

Key Skills

Demand Planning,
Customer Complaint management

WON to Award

Won the Best Grooming for Two time in RRL
Won the Employee of the Month for one time in RRL