

PERSONAL DETAILS

+919958030556

Anuja.gupta1414@gmail.com

Green Park Main Market
New Delhi 110016

EDUCATION

2020-2022

INDIRA GANDHI NATIONAL
OPEN UNIVERSITY

• Master of Commerce

2017-2020

DELHI UNIVERSITY

• Bachelor of Commerce

SKILLS

- Training and Development
- Interdepartmental Coordination
- Data Analysis
- Team Management
- Project Management
- Public Relations
- Quality Assurance
- Time Management
- Leadership
- Effective Communication

LANGUAGES

- English
- Hindi

HOBBIES

- Travelling
- Watching Series
- Fostering Animals

ANUJA GUPTA

PROFILE

Dynamic and results-driven professional with a passion for customer service and extensive experience. Seeking the position to leverage my leadership skills, expertise in communication channels, and commitment to delivering exceptional customer experiences.

WORK EXPERIENCE

■ DENTALKART - VASA DENTICITY LTD.

2021-2023

(April-September 2023)

Assistant Manager- Customer Support

- Lead a team of chat and call representatives, providing guidance, coaching, and support to ensure optimal performance and customer satisfaction.
- Coordinated with the various department:- Logistic, Operational, Marketing, Purchasing, Product, Accounts teams to streamline the process.
- Maintain quality standards and identify areas for improvement, implementing training programs as necessary.
- Utilized data analytics to track key performance metrics, generate reports, and make data-driven decisions to drive continuous improvement.
- Provided timely and accurate responses to queries related to order status, shipment tracking, delivery schedules, and logistics documentation, ensuring high levels of customer satisfaction and retention.
- Facilitated onboarding training sessions for new team members, providing comprehensive instruction on company policies, procedures, systems, and job responsibilities.

■ FIXFEELS TECHNOLOGY PRIVATE LTD.

2023-2024

(October-March 2024)

Key Account Manager

- Managed inquiries and provided support to customers regarding First/Last mile delivery logistics, including tracking shipments, updating delivery status, and resolving delivery-related issues promptly and effectively.
- Handled queries related Cash on Delivery (COD) transactions, processing payments, verifying customer details, and reconciling payment discrepancies to ensure accurate and timely COD settlements.
- Prepared detailed performance reports and presentations for top clients, summarizing performance highlights.

■ STARMARK CORPORATION

2024-2025

(March-September)

Export Documentation Executive

- Proficiency in preparing export documentation: Commercial invoices, packing lists, certificates of origin, VGM and Bill of landing.
- Coordinating with CHA, freight forwarders, customs brokers, and other logistics partners.
- Experience in filing E-invoice and E-way bill.
- Coordinated with accounts team for the freight of the shipment and smooth payment procedure.

■ ACHIEVEMENTS IN THE JOB

- Certificate of appreciation in customer feedback advocate award- (Dental Kart- VASA DENTICITY LTD.)
- Certified digital marketing master diploma- Digital Vidya 2021