

URMILA RAWAT

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SUMMARY

I've been working in key account management/Customer Experience for more than 4.5 years, and I'm genuinely enthusiastic about what I do. Although I appreciate every component of my career, I believe that working with the customer or business unit leader to comprehend their business objectives is my favorite project stage. I'm an enthusiastic, capable, and self-assured candidate. In order to achieve my goals, I constantly work to improve my creativity, productivity, and customer satisfaction strategies.

EDUCATION

- ❖ Pursuing: MA-IGNOU
- ❖ 2020: BA- Delhi University
- ❖ 2017: Intermediate from G.G.S.S School Shakti Nagar, Delhi.
- ❖ 2015: Matriculation from G.G.S.S School Shakti Nagar, Delhi.

KEY SKILLS

- ❖ Problem Solving
- ❖ Logistics & Supply Chain Management
- ❖ CRM Tools
- ❖ MS-Office
- ❖ Customer Experience
- ❖ LTL Operation
- ❖ Cross-Communication

LANGUAGES

- ❖ Hindi
- ❖ English
- ❖ Pahadi

EXPERIENCE

Nov 2022 to Present

Surface Express Department • CRM Executive • CJ Darcl (Gurugram)

- ❖ Starting and overseeing the Complete life cycle of the Assigned clients Shipments and ensure to Maximize the SL's during the life cycle.
- ❖ Fixing clients' operational problems on a daily basis which includes SL Review, Breaches Analysis, TAT failure and RCA for the Errors.
- ❖ Handling wide range of Portfolio (Johnson Hitachi, Hella Lightning, Zydus, Kgoc Global)
- ❖ Tracking and directing important performance measures (Deck Preparation, Data Analysis, Damage/Shortage Review, Improvement steps based on Data Analysis.
- ❖ Interacting with Pan India Operation Team to resolve claims/Disputes in the given TAT.

July 2020 to Oct 2022

Central-CRM • Operation Executive • APML (New-Delhi)

- ❖ Managed customer queries and provided timely and accurate information regarding transportation and shipping services.
- ❖ Prepared and provided quotations to customers and managed their bookings in a professional and efficient manner.
- ❖ Tracked shipments and provided regular updates to customers, ensuring their satisfaction with the service.
- ❖ Reduced customer escalations by ensuring a continuous flow of shipments within the network and promptly resolving any issues that arose.

Oct 2018 to Mar 2020

Trip Planner • Freedom Journey India Pvt. Ltd. (New-Delhi)

- ❖ Generate revenue by selling travel packages and other related services.
- ❖ Responsible for managing the costs of travel packages, negotiating with customers, and ensuring that the company generated maximum profit.
- ❖ Specially handled the website, putting travel plans and modifying the existing plans.
- ❖ Managed Customer Escalation, Feedback, Review.
- ❖ Executed peak management plan.

CO-CURRICULAR ACTIVITIES

- ❖ Attended a “ART & CULTURE” Competition (Organized by PHD Chamber of Commerce and industry).
- ❖ Attended an Exhibition of Bhutan Gallery Event
- ❖ Internshala Student Partner (ISP17)
- ❖ Attended and handled the stall in South Asia's Leading Travel Trade Show, Noida, Delhi NCR.

CERTIFICATIONS

- ❖ Diploma in Aviation and Travel Management the Tourism School, Barakhambha Road, Delhi
- ❖ Diploma in Computer Application from Web Net InfoTech, Sant Nagar, Delhi
- ❖ Certification course in English Typing, Sant Nagar, Delhi
- ❖ Completed certification course of create travelling plan in excel through UDEMY, Feb 2019.
- ❖ Completed certificate of international tourism: Advertisement and tourism site online through UDEMY, Feb 2019.