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|  | **Personal Details**  Name: Ritambhara Singh  Address for Correspondence:  Aspire – 702, Sikka Karmic Greens,  Noida, Sector 78 - 201301  Mobile: +917052546144  Email:ritambharasr123@gmail.com |

**Executive Summary**

* A management professional offering a distinguished career of4 years in managing and executing wide range of activities covering- FTL/FCL, LCL, CRM, Inbound-Outbound logistics, Key accounts management.
* Presently working as CRM executive supply chain requirements of the assigned customers, Key account management & Service delivery management.
* Team player with problem solving.

**Key Strength Areas**

Customer handling, Key account management, Service delivery management, Customer retention.

**Professional Experience and Accomplishments**

15th February 2016 to 7th November 2017 : Flywheel Logistics Solutions Pvt Ltd. as Senior Executive (CRM).

8th November 2017 to 3rd May 2022 : Spoton Logistics Pvt Ltd as Customer Service Executive.

**Roles & Responsibilities**

* Establish and maintain strong relationships with Customers to ensure effective and efficient service level and knowledge transfer with best practices for processing.
* Schedule meeting with clients to update new applications, changes and developments by organization.
* Monitoring of Pick up and deliveries.
* Preparation of MIS and daily reports required by Customers.
* Handling of shortage and excess.
* Handling Hub Transhipments/ Hub delivery.
* Supply Chain Management.
* Service Delivery Management.
* Customer Retention.
* Keep the customer informed about each and every consignment while on the route for destination by proper tracking.

**Key Skills**

* Proficient knowledge about the CRM principles and techniques.
* Ability to work as a team player and resolve issues of teamwork.
* Skilled at performing quality within the assigned modules and time frame.

**Awards & Achievements**

* Best CS (Customer Service) “West region” for the financial year 2019-20.
* Spotlight for the month.
* Spot a star.

**Academic Qualifications**

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| **Examinations Passed** | **Board /**  **University** | **Year of Passing** | **Percentage** | **Subjects / Specialization** |
| M.B.A | AKTU | 2016 | 67.86 % | Marketing/HR |
| B.B.A | MGKVP | 2014 | 62.08 % | \_ |
| 12th | NIOS | 2010 | 64 % | Commerce |
| 10th | CBSE | 2008 | 60.02 % | \_ |

**Projects Undertaken in Post Graduation**

A project report on “A study on the level of customer satisfaction regarding products and services of HDFC Bank” in year 2015 under guidance of Mr.Chandra Shekhar Singh Sir (Assistant Professor) of SMS, Varanasi.

**Projects Undertaken in Under Graduation**

A project report on “A study on the buying behaviour of students of SMS, Varanasi towards purchase of mobile phones” in year 2014 under guidance of Dr.Rajkumar Singh Sir (Professor) of SMS, Varanasi.

**Strengths, Skills & Capabilities**

* Good communication and interpersonal skills.
* Team player.
* Participative.
* Adaptable.
* Good learner.

**Personal Details**

Date of Birth: 3rd June, 1993.

Marital Status: Married.

Languages known: English, Hindi.

Permanent address: House 180, Kolana, Chunar, Mirzapur - 231304