**CURRICULUM VITAE**

**Hina Khanum** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Career Objective:**

To utilize acquired skills and knowledge and deliver the best with a thought that my growth depends on the growth of the Organization I am with.

#### Professional history:

# **First American (India).** - March 2008 – January 2011

**The** **Himalaya Drug Co**. – April 2011 – August 2016

**Rangde Habba – September 2016 – Till date**

**Role and Responsibilities**: Process Executive

* Involved in US Based transaction, Title Insurance business.
* Verifying the property of the client on the request for insuring the property, check the current status of the property.
* Worked in Excel as involved in Preparation of Production Reports, Quality Reports and TAT Reports.
* Interacting with Clients in person and via emails.
* Mailing reports to clients.
* Solving the queries of the clients through mail.
* Excelled in more than 20 projects and proven to provide Quality work throughout the experience.

**Role and Responsibilities (The Himalaya Drug Co.):** Customer Care Executive

* Database management of Domestic and International customers/clients.
* Assisting the Marketing team with innovative ideas based on customer feedback and database.
* Assisting the Innovation team with vital information for a new product launch based on market survey.
* Handling Customer/Client queries via email and calls with an objective of maximizing customer/client satisfaction.
* Business development - National & International.
* Handling and resolving Customer/Client Complaints with the stipulated time.
* Co-ordination with the QA/R&D team to improve product quality based on consumer feedback.
* Conducting Competition Study to study, compare and bench-mark our services.
* Conducting a Customer Satisfaction Survey.
* Product Training and soft skills to new Joiners’.
* Have managed a team of 10 people.
* Arranging MR visits for Doctors.
* Preparation of Analytical weekly/monthly/annual reports.

Rangde Habba: Senior Customer Care Executive and Inventory Management

* Receiving calls of the investors
* Answering tickets through Freshdesk
* Taking chats of customers through Freshdesk and Tidio
* Managing the inventory of the products
* Stock check of the products monthly.

**Computer Skills:**

CRM Tools : Talisma and FAST Application Freshdesk Tidio Knowlarity

Office tools : MS-Office

**Academic Information:**

Educational Qualification : B.Sc. (IT), Diploma in IT.

#### Personal Profile:

Date of Birth : July, 06, 1989

Interests : Playing Chess, Listening to Music.

**Languages known:**

To speak : English, Kannada and Hindi.

To write : English, Kannada and Hindi.

To read : English, Kannada and Hindi.

**Address:**

#805-D 28th A Main, 41st Cross, Jayanagar 9th Block. Bangalore- 69.

Mob: 9591165950

Email: [heenakhan1982@live.com](mailto:heenakhan1982@live.com)