



KHUSHJOT KAUR

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📍 Al nahida , dubai 1

OBJECTIVE - An organised and motivated employee capable of time management and working under pressure in all environments seeking to join as an administrative assistant to assist in ensuring good internal communications and budget management.

ACADEMIC INFO-	Masters of Public Administration	70%
	Indira Gandhi National Open University	July 2017-sept 2019
	Bachelors Of Commerce	78%
	Kurukshetra University	July 2013- july 2016
	Higher Secondary School	90%
	Swami vivekanand public School	2011-2013
	Senior secondary school	8 cgpa
	Swami vivekanand public school	2009-2011

WORK EXPERIENCE-

Noon.com

March - 2021 - November -2021

Designation: Administrative Assistant

Role: * Reply to email, telephone or face to face enquiries. * Answer all questions in a truthful and clear manner so the customer feels confident in purchasing the product * Resolves product or service problems by clarifying the customer's complaint determining the cause of the problem, * selecting and explaining the best solution to solve the problem. * expediting correction or adjustment and following up to ensure resolution. * Maintaining client records and training new colleagues for business growth * Creating Spreadsheets and presentations. * Preparing and editing letters, reports and emails. * Forming and maintaining employee records. * Preparing and amending where necessary HR documents, i.e. employment contracts and recruitment guides. * Managing diaries, scheduling meetings and booking rooms. * Preparing, organising and storing information in paper and digital form. * issues Assist payroll department by providing relevant employee information (e.g. leaves of absence, sick days and work schedules).

Hdfc Bank Ltd

Feb-2020 - Jan-2021

Designation: Customer service representative

Role: > To attend the calls and solve the queries of customers > To resolve customer issue on my level and to send the high-risk issue to backend team > Build sustainable relationships of trust through open and interactive communication > Identify and assess Customer's needs to achieve satisfaction.

Webcom Technologies

Sept-2016 - April-2017

Designation: Internship as Assistant Management Accountant

Role: * Preparing financial documents such as invoices, bills, and accounts payable and receivable. * Completing purchase orders. Managing payroll. * Completing financial reports on a regular basis and providing information to the finance team. * Assisting with budgets. * Completing bank reconciliations.

PROJECT DETAILS-

Human Resource Practices of insurance sector at ICICI Prudential Ltd

🕒 Duration : 2017-2019 / Team Size : / Role : Explore and enhance the quality of life of people through financial security by providing products and services of aspired attributes with competitive returns, and by rendering resources for economic development."

Description : A case study of life insurance corporation of India and Icici prudential

Company / Institute: ICICI Prudential Ltd

INTERPERSONAL AND MANAGERIAL SKILLS-

* Interpersonal Communication. * Customer Service * Problem Solving * Time Management * Team Leadership * Teamwork and collaboration. * Professionalism and strong work ethic.

TECHNICAL SKILLS-

* IBM Spss * Google sheet * Excel VLOOKUP * MS office, PowerPoint * ATS (Applicant Tracking System) * HRIS or HRMS

**AREAS OF
EXPERTISE-**

* Customer Service * Resource Planning * Team Training And Development

STRENGTH-

> Enterprising Leader with Proven Dexterity in Leading and directing Personnel towards goals. > Ability to manage multiple tasks > Quickly adapt to new methodologies and technologies > Team Spirit

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date : 12Nov2021

Signature,

Place : Dubai



(Khushjot kaur)