



Munaf Mansuri

Work Experience

Kalpataru Power Transmission Ltd

Duration: 26th March'15 to Continue

Senior Executive – Office Assistant/Administrative Assistant

- Synchronizing within department based on department and organization requirement.
- Responsible for answering call, emails handling and other correspondence
- Computer assistance [Excel, Word & Power Point], MOM & Presentation.
- File Management [Updating paperwork, maintaining documents and filing].
- Greeting clients and visitors as needed. Addressing client as an when they arrived for inspection and guiding them to the concern person.
- Helping department and maintain office common areas.
- Maintain the office inventory, restocking items and making note of inventory shortages when needed.
- Report preparation and submission by co-ordinating with different departments
- Responsible for distribution of company Magazine worldwide locations launch in every quarter.

Idea Cellular Ltd

Duration: 15th June 2006 to 10th March 2015

Designation: Customer Care Executive

- To handle the Customers, Retailers and Distributors queries regarding the services and products of the company.
- Worked as customer care executive in corporate help line, handling company's corporate customers and internal employee's incoming calls regarding their queries, request and complaints by providing them satisfactory solutions.
- Also skilled for Business partner helpline, Franchisees, Coordinating with team leaders and other concerned departments regarding requests and complaints of internal/external customers and also keeping follow ups for the same.

Sardar Vallabhbhai Patel Vidhyamandir (School)

Duration: 11th July 03 to 10th June 2006

Designation: Data Operator & Assistant

- Maintaining File for student admission
- Fees collection and receipt generation
- Co-coordinating with HR and Admin for filing
- Data entry

Education

- **Qualification:** Bachelor of Commerce
- **University/Institute:** Gujarat University
- **Year of passing:** 2003
- **Qualification:** High Secondary School
- **University/Institute:** St. Xavier's School
- **Year of passing:** 1999
- **Qualification:** Secondary School
- **University/Institute:** St. Xavier's School
- **Year of passing:** 1997

Personal Details:

- DOB: 1/7/1981
- Marital Status: Married
- Languages Known:
Gujarati, Hindi and English
- Hobbies: Adventure
Activities, Sports, Driving

About Me:

I am having more than 17 years of experience in different fields like Customer service, administrative and clerical work. I also have very good command on Microsoft Excel, Word & PPT. I Possess the ability to counsel & motivate the team along with good communication skills. Also having ability to judge people, result oriented and decision-making, believe in Team work and always ready to learn new.

Contact details:

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