

**CHITRA KUMARI ANAND**

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**Mobile: 9198882266, 8957324121**



### **Profile summary:**

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- Abilities in coordinating with internal/external customers for running successful business operations
- Experience of implementing procedures and service standards for business excellence
- Accomplishes organization's goals by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.
- Prudent, disciplined & self-motivated with excellent planning, communication & leadership skills with proven abilities in team management and customer relationship management.

### **Employment Details:**

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#### **Mahindra & Mahindra Financial Services Ltd.**

Position: Assistant Manager – Operations (Auto Loan)

Location: Varanasi

Since June'16.

- Supervising complete operation at executive and dealer level.
- Ensures the growth of the business branch and is committed to its success
- Dealership coverage includes improvement in market share in non-active/low market share area.
- Strengthening and building relationship with dealer sales team & manager
- Review employees (opting daily work management) on a periodic basis for ensuring progress of the various targets of the branch.
- Planning the business & monitoring the same.
- Ensuring continuous adherence of plan & monitoring the same.
- Staff management.

### **Internship:**

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#### **Bharti Airtel Ltd.**

Position: Summer Intern

Location: Faridabad

May-Jun'15

Project: M commerce: Market Penetration of Airtel Money.

- Analysis of the market of AIRTEL MONEY services and its effect on existing mobile users, the satisfaction level of customers towards Airtel money services, to examine market potential for Airtel Money and understanding the problem faced by the customers and suggestion measures that can solve those problems.

## Skill set:

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- Performance management
- Project Management
- Foster Teamwork
- Customer service oriented
- People Management
- Operations Management
- Decision making
- Market knowledge.

## Academic Details:

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- MBA(IB), Marketing specialization from Institute of Management Studies, Banaras Hindu University, Varanasi in 2016.
- B.com (Hons), Finance specialization from Faculty of Commerce, Banaras Hindu University, Varanasi in 2014.
- 12<sup>th</sup> from Sunbeam School, Varuna, CBSE, Varanasi, Uttar Pradesh in 2011, secured 82.6%.
- 10<sup>th</sup> from Sunbeam School, Varuna, CBSE, Varanasi, Uttar Pradesh in 2009, secured 72.6%.

## Personal Details:

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Date of Birth: 12<sup>th</sup> June 1993

Nationality: Indian

Address: Ac-11, Saikunj Apartment, Daulatpur, Pandeypur, Varanasi (UP)-221002

Languages Known English and Hindi