

CHITRA KUMARI ANAND

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Profile summary:

- 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:

Mahindra & Mahindra Financial Services Ltd.

Position: Assistant Manager – Operations Location: Varanasi Since June'16.

- To understand the market positioning of the company's products among in the local prospects distribution.
- To ensure training of the employees and the prospects clients through sessions.
- Strengthening and building relationship with customers.
- Review employees (opting daily work management) on a periodic basis for ensuring progress of the various targets of the branch.

Internship:

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:

- Performance management
- Project Management
- Foster Teamwork
- Customer and Client service oriented
- People Management
- Operations Management
- Decision making

Academic Details:

- 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.
- 12th from Sunbeam School, Varuna, CBSE, Varanasi, Uttar Pradesh in 2011, secured 82.6%.
- 10th from Sunbeam School, Varuna, CBSE, Varanasi, Uttar Pradesh in 2009, secured 72.6%.

Certifications:

- “Executive Program in Strategic Digital Marketing & Analytics” from IIM ROHTAK. (Aug’21-Present)

Personal Details:

Date of Birth: 12th June 1993

Nationality: Indian

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

Languages Known English and Hindi