

# Gangeshwari Aggarwal

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## CAREER OBJECTIVE

Dedicated and detail-oriented professional with over 4 years of experience in Customer Relationship Management and Administrative roles. Skilled in CRM tools, communication, Excel reporting, and managing customer support across chat and email. Seeking to leverage my expertise in a dynamic organization to contribute to business growth and customer satisfaction.

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## PROFESSIONAL EXPERIENCE

### Junior Sales Administrator

Yakult Danone India Pvt. Ltd.

Feb 2025 – Present

- Managing the Yakult sales center including daily sales cash, petty cash, and NEFT payments.
- Coordinating with the Sales Manager and Executives for smooth operations.
- Handling all administrative responsibilities at the center.

### Customer Relationship Executive

Silaris information Pvt. Ltd.

May 2023 – Jan 2025

- Worked as a CRM Executive handling customer support through email and chat.
- Built strong relationships with internal teams and external customers.
- Maintained and updated client data using Excel.

### Customer Support Executive

ESR Enterprises

Mar 2021 – Apr 2023

- Managed customer queries related to orders for UK & USA clients via live chat.
  - Maintained client records using Google Sheets and CRM tools.
  - Handled backend admin tasks including website content, UK client portal, and IndiaMart.
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## EDUCATION & CERTIFICATIONS

### CCC. Course on Computer Concept

NIELIT National Institute of Electronics and Information Technology

Bachelor of arts ( Satyawati College Delhi University )

12th CBSE: Arts

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### Technical Skills

- Office Tools: MS Excel, MS Word, Google Sheets
  - Communication Tools: Email, Live Chat
  - Design Tools: Canva, Photoshop
  - CRM Tools: Busy, CRM Portal, IndiaMart, Website Admin
  - Other: Create/Edit PDF, Social Media Handling
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### Strengths

- Excellent Communication & Interpersonal Skills
  - Strong Organizational & Multitasking Skills
  - Quick Learner with Positive Attitude
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### Languages

Hindi

English

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