



# Shivira Gupta .

Marketing Executive at GAIL Gas Ltd

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Proactive and meticulous with 1.5 years of experience in OIL AND GAS industry. Proficiencies in handling industrial, commercial and domestic customers of city gas distribution. Customer-oriented team player with expertise generating optimal satisfaction levels while building profits and client generation.

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📍 uttar pradesh, India

## EDUCATION

**MBA**  
MIET, Meerut

*Courses*

- MBA (Marketing)

**B.TECH (COMPUTER SCIENCE)**  
IMSEC, GHZ

*Courses*

- BTECH

## WORK EXPERIENCE

**CRM CONSULTANT**  
JMGR GLOBAL CONSULTANT

08/2021 - Present,

India

deputed at client site (GAIL GAS LTD)

*Achievements/ Tasks*

- Handling billing team of domestic city gas distribution cutomers.
- Created activities and engagements to enhance customer experience, knowledge and patronage. Resolve queries, maintain data and improve customer relations with SAP environment with T codes /nfpl9, /nfpp3, /nfpp1.
- Supervised daily operations and sales functions to maximize revenue, customer satisfaction and employee productivity.
- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes and followed up to achieve resolution.
- Scheduled and attended meetings with clients and prospective clients as requested. Managed customer relations on ongoing basis to maximize customer retention.
- Partnered with business leaders to deliver services that support company objectives and consistent with corporate values. Maintain excel of Industrial and commercial customers. Revising periodic DNQ of industrial and commercial customers.
- Delegated tasks to existing support team members and used cloud-based tools to help solve complex business issues.
- Conducting training and mentor team members to promote productivity and commitment to friendly service.

## SKILLS

Customer handling

Team Building

Training and mentoring

Sales and marketing

Sales proficiency

CRM

Customer Relations

## COLLEGE PROJECTS

CONSUMER BEHAVIOUR

- the Study on impact of consumer behaviour on revenue generation

## SOFT SKILLS

Team Playing

## COMPUTER SKILLS

Excel, word, power point

## LANGUAGES

ENGLISH

Full Professional Proficiency

HINDI

Full Professional Proficiency

## INTERESTS

LISTENING MUSIC