

RITU ARORA



Personal

- Address**
904, Abdul Aziz Building, Al Majaz 1
Sharjah
- Phone number**
0552167574
- Email**
ritu.a.26@gmail.com

Interests

- Travelling and Cooking

Languages

- English ● ● ● ● ●
- Hindi ● ● ● ● ●

Professional Experience in Customer Service, Operations, Project Management and Training (E-Governance Operations) for 16 years

Work experience

- Operations Manager** Nov 2016 - Jan 2020
SRM GROUP, Lucknow
Government Project Head – UID:Aadhaar and CSC
- Deputy Manager** Aug 2012 - Nov 2016
KARVY DATA MANAGEMENT LTD., Lucknow
- Socio Economics and Caste Census-2011
 - Unique Identification Authority of India – Aadhaar
 - EESL - Domestic Efficiency Lighting Programme -Ujjala
- Customer Relationship Manager - Customer Service** Oct 2009 - Feb 2012
GLODYNE TECHNOSSERVE LTD., Lucknow
- Taken care of all Clients (Institutes and Colleges) in Uttar Pradesh, one to one interaction through calls and visits •Retention, Proactive calling to solve their complaints and Monthly, Quarterly Bill Collections
 - Served as a trainer for new hired SME's and Client Site Coordinator
- Process Leader - Customer Service** Nov 2007 - Sep 2009
ICICI PRUDENTIAL LIFE INSURANCE, Lucknow
- Service Manager - Elite Platinum and Elite Gold Customer Service –Customer Relationship Channel since 12th Nov 2007 to 30th June 2009 (Uttar Pradesh ,Uttaranchal,J&K,Himanchal Pradesh, (ICICI bank cases - Delhi and Haryana) GCC (Bahrain,Dubai,Kuwait, Qatar)
- Officer - Customer Service** May 2004 - Nov 2007
VODAFONE ESSAR DIGILINK LTD., Lucknow
- Customer Care Executive in Call Center.
 - Care team Executive in Customer Services
 - Team Coach – Retention Team
 - Handled Corporate Accounts MIS & Churn Control

Education and Qualifications

- MBA- Human Resource** Jul 2016 - Jul 2018
Jayoti Vidyapeeth Women's University, Jaipur
Master In Business Administration- HR
- LLB** Nov 2019 - Jul 2022
Lucknow University, Lucknow
- POST GRADUATE DIPLOMA IN BUSINESS MANAGEMENT** Jun 2008 - Jul 2010
Indian Institute Of Commerce and Trade, Lucknow
Operations & Insurance Management

Skills

- Team Management** ● ● ● ● ●
- Leadership** ● ● ● ● ●
- Customer Relations** ● ● ● ● ●
- MIS Report** ● ● ● ● ●
- Trainings** ● ● ● ● ●