

## Anu Garg

Near Shiv Mandir, Sector 19, Zirakpur, Dist. SAS Nagar Mohali, Punjab-140603

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### SYNOPSIS

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- ⇒ **M.B.A.** with specialization in **HR** from Chandigarh Business School, Landran (Mohali) affiliated to PTU, Jalandhar.
- ⇒ Highly self-motivated, dynamic, multitasking and goal-oriented individual; with **strategic vista** and ability to take informed decisions.
- ⇒ Highly **organized** - can prioritize work schedules, manage time effectively and meet deadlines.

### ⇒ PROJECTS UNDERTAKEN

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#### Summer Internship

Company: Saipem Triune Engg. Pvt. Ltd.

Title: Working Capital Management of Saipem Triune Engg. Pvt. Ltd.

### ACADEMIA

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<b>2009 – 2011</b>	<b>POST – GRADUATION DEGREE</b> <b>M.B.A – (HR &amp; Marketing)</b> from <b>CHANDIGARH BUSINESS SCHOOL, Landran, Mohali</b> (80%)
<b>2005 – 2008</b>	<b>Bachelor in Arts</b> from Mata Sahib Kaur Girls College Talwandi Saboo affiliated to Punjabi University, Patiala. (62%)
<b>2004 – 2005</b>	<b>INTERMEDIATE</b> Hindu Sr. Sec. School, Raman Mandi, (P.S.E.B.) (77%)
<b>2002-2003</b>	<b>Matriculation</b> M.S.D Sr. Sec. School, Raman Mandi (P.S.E.B.) (80%)

## **SOFTWARE SKILLS / TECHNOLOGY SNAPSHOT**

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- Well-versed with Microsoft Suite of products (Windows operating systems 2000 and XP; MS Word; MS Excel; MS PowerPoint, )
- Proficient in working in an internet environment

## **ACHIEVEMENTS**

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- Winner in GK Competition
- Scholarship holder ( Metric, +2 , MBA-I, Semester-II )

## **EXPERIENCE:**

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1. **Worked as CSA in Intelenet Global Services ,Mohali (27.7.16-18.11.17)**
  2. **Worked as a CSA in BPOC Convergence at Mohali ( 30.7.24 to 31.5.25).**
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## **ACHIEVEMENTS**

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- **Use to get incentives while working in both Fusion CX and BPOC Convergence.**
  - **Got Certificate of best employee of the year at BPOC Convergence in 2024.**
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## **JOB RESPONSIBILITIES**

- Good and clear communication skills
- Ability to use positive language
- Builds successful customer relationships
- Ability to manage time
- Effective listening skills
- Maintain data properly
  
- Promote the products or services of the organization
- Resolve customer complaints regarding service.
- Convincing skills
- Handled both in-bound and out-bound calls.
- Achieving Targets on daily basis while working for out-bound Process.

## **PERSONAL DOSSIER**

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**Husband Name : Ashish Garg**

**Date of Birth** : 24 April, 1988.  
**Gender** : Female  
**Languages Known** : English, Hindi and Punjabi

**Anu Garg**