

# **NANCY GUPTA**

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Permanent Address: Adarsh nagar , Unnao (U.P.)

Current Address: Omaxe Resindecy 2, Gomti Nagar Extension,Lucknow (U.P.)

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## **OBJECTIVE**

Seeking a position in your esteem organization to utilize the skills I have developed during my studies with an eventual goal of assuming responsibility and proving myself as a valuable asset for the organization.

## **SKILLS**

- Microsoft WORD
- Microsoft EXCEL
- Microsoft POWERPOINT
- Mail Drafting
- Typing
- ERP
- Microsoft Outlook

## **EDUCATION**

**B.A - 2015 - LUCKNOW UNIVERSITY**

Completed Bachelor of Arts from Lucknow University in 2015.

**INTERMEDIATE • 2011 • UP BOARD**

Completed Intermediate from Uttar Pradesh Board in 2011

## **HIGHLIGHTS**

- Active listening
- Communication
- Computer skills
- Customer service
- Leadership
- Management skills
- Problem-solving
- Time management
- Transferable skills

## **EXPERIENCE**

**Assistant Operation Manager (Realty) – SMC Real Estate Advisors Pvt. Ltd.- DECEMBER 2023 – TILL**

- Booking punching of all projects & does their Forwarding Sheet in system.
- Handle HR Department and maintain Executives Records and Report to HO.
- Handle office expenses and petty cash and maintain record.
- Assist to AVP sir.
- Attend Sales Executives and resolve the Queries Regarding Client Documentation.
- Prepare Daily reports and Weekly Report and send to AVP sir.
- Maintain all executive Record, & Update to HO.
- Maintain all Client Booking Record & Update to HO.
- Arrange & Attend vendors regarding office work.
- Working on documents mailing, scanning and update to HO.
- Coordinate with builders and developers Regarding Booking, KYC, Payment plan, Revenue, and Builder confirmation.
- Work on Outlook mailer.
- Coordinate with client regarding booking payment loan status and other things.

## **Admin Head – DHL Infrabulls International Pvt. Ltd. – JANUARY 2022 – JULY 2022**

- Booking punching of all projects & does their receipt entry in ERP.
- Preparation of welcome tools kit for new executive, Handover & maintain record in Google sheet.
- Calling on Projects Emi cases.
- Handle HR Department and maintain Executives Records.
- Handle office expenses and petty cash and maintain record.
- Attend Three Times Google Meeting and Discussion about all Management work to Head office Team.
- Arrange Special Meetings of Executive and Maintain attendance.
- Assist to CMD sir.
- Arrange Project Site Visits and Maintain Vehicle and fuel Record.
- Attend Sales Executives and resolve the Queries.
- Prepare Weekly Report and send to Head office.
- Work on ERP (Ticket Raise, Ticket Closed, Attendance, Debit & Credit Voucher, Site visits, all project details, Booking, Agreement, and Registry Process ETC.)
- Arrange & Attend vendors regarding office work.
- Maintain all executive Record, & inform to Head Office.
- Handle Branch and whole sales team.

## **CRM SENIOR EXECUTIVE – OMAXE LTD. – JANUARY 2021 – DECEMBER 2021**

- Booking punching of all projects & do their receipt entry in ERP.
- Preparation of welcome kit & maintain record in Google sheet.
- Processing of legal sheet for further registry process.
- Arrange all the formalities regarding Rs. 100 RERA Agreement Execution.
- Mailed for resolving issue accrued at the time of generation of NOC (Excess GST, ST, DUE, INTREST TOKEN).
- Demand generation for ERP Whenever is required.
- Costumer information updating in ERP (request received on CRD or from costumer).
- Perforaised for any updating on ERP.
- Execution or Registry in ERP & make sure that photocopy placed in file with receiving after scanning.
- Arrange layout from planning Department for registry & NON RERA Agreement.

## **ADMIN & OPERATIONS - A.K.INFRA & REALITY DEVELOPERS. - APRIL 2018 – DECEMBER 2020**

- Answering phones and responding to client requests and inquiries.
- Managing and updating company databases.
- Maintain all administration assistance work.
- Maintained Staff Personal file including leave & overtime.
- Drafting and mailing customer correspondence and newsletters.

## **BRANCH COORDINATOR - MG BUILDER & DEVELOPERS - APRIL 2015 – FEB 2018**

- Handle incoming calls.
- Schedule, follow up and reconfirm appointments.
- Maintain contact with employees to ensure a proper work flow and that client matters are well addressed.
- Integrate and up-date client files.
- Manage, organize, and update relevant data

## **PERSONAL DETAILS**

**Father Name: Mr. S.K. Gupta**

**Mother Name: Mrs. Kamla gupta**

**Date of Birth: 13 March, 1993**

**Sex: Female**

**Nationality: Indian**

**Languages: English (US), Hindi**

**DATE -**