

Puja Balkrishna Gupta

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PROFILE

Currently working as 'Front office Executive' at L&T Realty, Post Graduate (MA with History), with more than 10 years of experience in Guest relationship, Office Administration, Sales and Customer service.

QUALIFICATION

Post Graduation from Kanpur University (MA with History).

PROFESSIONAL EXPERIENCE

➤ **'Front office Executive'**

Nov 2024 – To Present

L&T Realty - Mumbai

Job Description: -

- Managing Administrative chores and organizational tasks.
- Greet and welcome guests.
- Preparing Daily walk-in client reports of prospective clients.
- Provide timely and accurate information to customers regarding project details.
- Maintain meticulous records of marketing collateral.
- Monitor Sales team attendance and compile comprehensive attendance reports.
- Monitor office supplies
- Meeting clients and assigning it to Sales team.
- Managing Support Staff etc.

➤ **'Front office Executive'**

Jul 2022 – Nov 2024.

Kalpataru Ltd. – Mumbai

Job Description: -

- Manage front desk operations and ensure exceptional Guest/ Visitor's experience.
- Welcome and assist walk-in clients, proficiently assigning them to the appropriate sales teams.
- Provide timely and accurate information to customers regarding project details.
- Maintain meticulous records of marketing collateral.
- Prepare and submit daily site visit reports to the Head of Departments.
- Monitor Sales team attendance and compile comprehensive attendance reports.
- Develop and manage weekly rosters for sales teams and support staff.
- Assist and co-ordinate with Admin department for administrative tasks, including procurement of office essentials etc.

➤ **‘Guest Relation Executive’**

Oct 2019 – Dec 2020.

Tata Value Homes Ltd. – Mumbai

Job Description: -

- Handle front desk, IT help desk, and administrative responsibilities with utmost professionalism.
- Greet and direct walk-in clients to the appropriate sales teams.
- Arrange transportation for clients as required, ensuring seamless experiences.
- Maintain up-to-date records, files and monitor office expenses and costs appropriately.
- Respond to technical queries via chat, email, phone & promptly assign them to the appropriate executive.
- Manage administrative tasks, including efficient follow-up with vendors for bill submission.
- Ensure optimal stock levels of office supplies through diligent ordering and monitoring.
- Process payments promptly and accurately.
- Track maintenance contracts for office equipment and manage courier services efficiently.
- Supervise and monitor housekeeping staff.
- Maintain pantry supplies and uphold cleanliness and hygiene standards etc.

➤ **‘Student Counselor’**

Dec 2018 - Jul 2019.

NIIT Ltd.

Job Description: -

- Interact with students, provide detailed information about available courses.
- Develop business opportunities for the organization.
- Offer personalized career guidance to students.
- Maintain comprehensive reports for analytical purposes.
- Generate revenue by effectively selling various courses offered by NIIT etc.

➤ **‘Senior Process Associate’**

Aug 2012 - Dec 2018

Just dial Ltd

Job Description: -

- Prospect and convince businesses to advertise with Just Dial Ltd.
- Maintain accurate and up-to-date daily sales reports.
- Prepare and send business proposals to corporate and semi-corporate companies.
- Train new team members to achieve their sales targets.

CORE COMPETENCIES/ SKILLS

- Excellent communication and interpersonal abilities.
 - Strong management and multitasking skills.
 - Proficient in English and Hindi.
 - Proactive initiations and self-motivated.
 - Result oriented.
 - Hardworking
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ADDITIONAL INFORMATION

Languages Known: English, Hindi, Marathi

Hobbies : Travelling, Listening to Music

CAREER ASPIRATION

To take up a challenging career in an eminent industry wherein my analytical and communicative abilities are enhanced and to become a much respected, sought after professional by working efficiently and extending my sincere services to the company in which I am employed.

Place : Mumbai

Date :

(Puja Balkrishna Gupta)