

CURRICULUM VITAE

KHUSHBOO MALIK

Career Objectives: -

To grow with an organization that provides me a congenial environment, where I can learn and develop myself. I can use my capabilities and contribute to the growth of the organization.

Expertise: -

- Analysis of data as per business requirements.
- CRM data management.
- Inventory management.
- Inter branch communication management.
- Handling Tally Accounting Software.

Work Experience & Achievements: -

Since Sept, 2017

Taru Publications

Designation

Assistant Manager - Operations

Planning & Scheduling Skills: -

- Adept at planning schedules at the beginning of calendar year for the publishing of each & every issue.
- Ensuring that deadlines are met without compromising quality.
- Effective time management.
- Identify and address problems and opportunities for the company.
- Oversee budgeting, reporting, planning, and auditing.
- Launching new schemes/offers for customers and intimating them through letters or proposals.

Profile & Accomplishments: -

- Dealing with regular correspondence, day to day emailing & phone calls, preparing reports, filing and organizing.
- Handling new manuscripts, basic reviewing and forwarding the same to the Chief Editor for examination and sharing feedback/comments with the authors for modifications/rejections/acceptance.
- Compliance documents and keeping the records.
- Coordination with our Co-partner Taylor & Francis, UK for the article plagiarism checking.

- Typesetting of papers and quality checking.
- Review & approve all operational invoices and ensure they are submitted for payment.
- Tracking of payments & reconciling on regular intervals.
- Analysis of data for each and every issue as per the pagination required.
- Coordination with printing department for publishing journals and sending final issue to T&F for worldwide online publishing.
- Supervising the dispatches of books & journals to Authors / Universities.
- Overseeing retail inventory.

Oct 2010-Sept 2017

Eastern Book Company Pvt Ltd

Department

Commercial

Career Path

Oct'2010-Mar'2013 - Executive
Apr'2013-Mar'2017 - Senior Executive
Apr'2017-Sept'2017 - Assistant Manager

Profile & Accomplishments: -

- Maintaining the accounts of prestigious Advocates & Judges of Supreme Court, High Courts and other District Courts in India in Tally as well as in CRM.
- Providing accurate and up to date data (Cases Judgments) through print medium or through online medium to customers.
- Sales and renewal analysis and collating other information from different regions, as appropriate.
- Recording and management of the stock (New CD Rom Sets & Web Online Activation Cards) of the company.
- Reconciliation of physical stock on monthly basis and keeping the track of stock available at all regional offices in India.
- Handling correspondence, e-mails, calls and queries of the customers and reverting/transferring it to the concerned department, if required.
- Assisting (telephonic/in office) to the team members for new sales, renewals bills, account details of any customer.
- Billing for CD Rom Sales, Renewals & Books and Journals.
- Updation and maintaining the records of customers in CRM software.
- Assisting team members and other members of various departments on usage of CRM.
- Sales Closures in CRM for every region/individual which helps the management to get an accurate picture regarding the growth of the organisation.
- Launching new schemes & offers for the customers and intimating them

through letters or proposals/quotations.

- Maintaining RTOs (return to origin/undelivered CDs) and coordinating with support team for dispatching.
- Maintaining Sales/ Support file of High Courts/District Courts (All States).

Aug 2009-Oct 2010

HDFC Bank Ltd.

Designation

Personal Banker

Responsible for performing intermediate duties and support related to branch operational activities and financial services.

Profile & Accomplishments: -

- Maintaining and handling accounts of approx. 300 prestigious customers.
- Guiding/Consulting customers for the investments as per their criteria's and requirements on behalf of the bank.
- Overseeing the financial activities of the customers.
- Dealing with a range of complaints to listening, assessing and solving issues.

Aug 2008-Feb 2009

SMC Global Securities Ltd.

Designation

Back Office & HR Executive

Profile & Accomplishments: -

- New Joiner formalities
- Maintaining and updating the database of the candidates.
- Keeping track of the attendance of the employees.
- Giving suggestions for the amendments in policies of the company for the betterment of employees.

Academic Credentials: -

- CA Inter (One group cleared).
- B. Com from Delhi University in 2006.
- 12th in Commerce from CBSE in 2003.

Computer Certification: -

Diploma course in basics of MS office (Word, Excel and Power Point, Internet), from SSI Computer Institute.

Interests: -

Listening Music, Cooking

Strengths: -

- Positive Attitude
- Problem Solving Approach
- Team Worker, Quick Learner
- Sincere towards my work
- Ability to multi task
- Proactive

Languages Known: -

English, Hindi and Punjabi

Personal Profile: -

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