



## **RUCHIKA**

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### **CAREER OBJECTIVE**

Seeking a career to utilize my knowledge, personal skills to gain comprehensive understanding of a reputed organization so as to take responsibility and contribute significant.

### **EDUCATIONAL QUALIFICATION**

- Pursuing **Chinese Language** (HSK-4) from Confucius Institute, Mumbai University.
- **Master of Business Administration** in Marketing and Human Resource from Banasthali Vidyapith, Jaipur. **(2017-2019)**
- **B.Com (Hons.) Industry Integrated** from Manav Rachna International University, Faridabad. **(2014-2017)**
- **Senior Secondary Education** from Sidheshwar Public school, Gurgaon. (CBSE Board). **(2014)**
- **Higher Secondary Education** from Sidheshwar Public school, Gurgaon. (CBSE Board). **(2012)**

### **INDUSTRY INTERFACE (INTERNSHIP)**

- **SF Express Pvt. Ltd.**  
**Duration- 1 Year (July'20 – Aug'21)**  
**Role- Customer Service Executive**  
**Key Responsibilities-**
  1. Close dispute / escalation / pending shipments related to Duty & Taxes from consignees' end and update the same in SF COS platform
  2. To Close Non-Disclosure Report (NDR) shipments shared by PUD vendor on daily basis.
  3. KYC collection of Import Shipments from consignee and trace the same to China Team
  4. Collection of maximum KYC's from consignees end check the same and send for clearance to avoid any delay charges
  5. Regular Follow up with customs team for clearance status.
  6. Everyday updating on internal software for pending shipments.
  7. Collecting Duty & taxes from customers if levied.
  8. Prepare List of escalation shipments (if any) on daily basis and follow up with concerned to close.
  9. Prepare MIS report on daily basis at the end of the day.
  10. Arranging documents for baggage shipments, cargo shipments and medicines shipment from shipper's end for all the export shipments.
  11. To arrange import pickups from China, once client generated the pickup label from India had to contact our origin team for picking the parcel and uplifted the same from China to India.

- **Vogue Management Pvt. Ltd.**  
**Duration – 6 Months (Jul'18-Dec'18)**  
**Role – Intern**  
**Learnings –**
  1. Marketing skills
  2. Communication Skills
  3. Knowledge about investment in Mutual Funds.
  4. Customer Dealing
  5. Providing personalized customer experiences by listening to the client's needs and demands.

### **EXTRA-CURRICULAR ACTIVITIES**

- Certificate in Tally ERP 9.
- Member of **Udaan Sessions**– an academic event in 2017.
- Certificate in **Personality Development** Workshop.
- Organizing Member in **Navotkarsh** – a management fest in 2018.

### **KEY SKILLS**

- Willingness to learn
- Team player
- Dynamic person
- Honest and Punctual

### **PERSONAL DETAILS**

Father's Name : Manish Kumar  
Permanent Address : 442/4 Ram Nagar, Gurgaon  
(122001)  
Date of Birth : 04 Jan, 1997  
Language proficiency : English, Hindi, Chinese

### **DECLARATION**

I declare that the above information is true and correct to the best of my knowledge.

Signature  
(Ruchika)