

# JAMUNA MOHORA



## CONTACT

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## SUMMARY

Versatile and service-driven professional with experience in , customer service, front office operations & tender management. Trained in office administration and instilled with a strong sense of discipline responsibility. Seeking a position in a reputed organization to contribute effectively and grow professionally.

## EDUCATION

### MASTER OF COMMERCE-IGNOU

Master of Commerce  
2016 - 2018

### MANIPUR UNIVERSITY

Bachelor of Commerce  
2013 - 2016

### DAV PUBLIC SCHOOL-IMPHAL

Central Board Of Secondary Education(CBSE)

## SKILLS

### PROFESSIONAL

- Client Relationship Management
- MS Office: Word, Excel, Outlook
- Customer Service Excellence
- Sales and Negotiation
- Front Desk & Reception Management
- Time Management & Organizational Skills
- Communication & Interpersonal Skills
- Documentation & Analysis

## PERSONAL DETAILS

- Nationality-Indian
- Visa Expiry-22/07/2025
- Language English, Hindi, Manipuri & Nepali

## WORKING EXPERIENCE

### SANMATI TRADERS-CSE/Receptionist

- IMPHAL-INDIA | Jan 2022 - Apr 2025
  - Delivered excellent customer service by addressing inquiries and resolving client concerns.
  - Managed reception desk: visitor management, call handling, appointment scheduling.
  - Prepared and submitted tenders to government/private portals, ensuring accuracy and timeliness.
  - Coordinated with internal departments, vendors, and suppliers as and when needed
  - Maintained records and deadlines.

### AMBIANCE MALL

Gurgaon-INDIA | Feb 2019 -Dec 2022

- Welcomed and guided mall visitors, creating a friendly and professional first impression.
- Addressed and resolved customer complaints and queries efficiently. Directed customers to appropriate stores and services within the mall.
- Coordinated with internal departments to ensure smooth mall operations.
- Maintained visitor logs and coordinated with internal departments for smooth operations.

### CERTIFICATIONS & RECOGNITION

- NCC 'C' Certificate - Certification Exam Passed
- PG Diploma in International Business Operation-IGNOU
- Office Assistant Course - Gandhi Institute of Computer Education & IT.
- Participated in various UGC-sponsored National Seminars and Camps