**CHERYL** **LEITAO**

***An Experienced Corporate Professional into Customer Service, Client Servicing, Aspiring for a career into***

***Corporate Client Servicing.***

**Personal** **Information**

Date of Birth : 23rd October 1990

Nationality : Indian

Languages known : English, Hindi, Marathi, Konkani

Marital Status : Single

**Summary of Experience**

* Experience into Extensive Customer Service, Administration and Client Handling
* Over 2 Years into Guest Relations and Service
* 2 Years of Corporate experience into Account Handling
* Excellent in Written and Spoken English
* Knowledge into CRM, MS Office, SEO – Search Engine Optimization and Advertisement through Networking

**June 2014 to July 2016**

**Company: Popular Auto Wheels**

**Designation: Guest Relations Officer**

**Responsibilities:**

* Attending walk-in customers and handling their queries with respect to the requirements.
* Meeting their preferences and accordingly giving them appropriate information about the vehicles to be purchased.
* Preparing sales letters, insurance policies for the purchased vehicles and necessary documentation.
* Following up with the customers with regards to the servicing of the vehicles
* Providing Demo, Features of Vehicles
* Pricing Negotiations
* Suggesting Upgrades
* Establish relationships with new customers – Show customers how to use acquired vehicles after delivery.
* Maintain contact with existing customers through meeting, emails and by phone.
* Advised customers regarding payment options; loans and leasing banking terms.
* Negotiated delivery and price variations.
* Update management daily; records of sales and orders – Tracked progress of existing orders by contacting or liaising with suppliers.
* Effectively take care of relevant paperwork.
* Keep track of quantities of cars on display
* Maintain familiarity with used cars and stayed updated regarding competitor’s products.
* Keep up to date on changes in pricing, leasing programs, different incentives, campaigns and tradeshows.

**October 2012 to April 2014**

**Company: Eclipse InfoTech**

**Designation: Account Manager**

**Responsibilities:**

* Effectively take care of relevant paperwork.
* Operate as the lead point of contact for any and all matters specific to your customers
* Build and maintain strong, long-lasting customer relationships
* Develop a trusted advisor relationship with key customer stakeholders and executive sponsors
* Ensure the timely and successful delivery of our solutions according to customer needs and objectives
* Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment

**March 2009 to February 2012**

**Company: SS Enterprise**

**Designation: Receptionist**

**Responsibilities:**

* Handling calls and responded accordingly.
* Responsible of making reservations according to availability.
* Coordinate and negotiate with Clients regarding rates, Materials and date.
* To maintain client files.
* Convince the clients to invest in our properties
* Understand the client’s need and give appropriate suggestions accordingly.
* Provide excellent customer-service.
* Ensure all bookings & reservations are processed accurately.
* Responding to all phone enquiries promptly, courteously and in a friendly manner.
* Building strong relationships with clients.
* Up selling relevant add-ons.
* Monitoring bookings throughout the working day.

# Qualification

2008 mUMBAI uNIVERSITY

 HSC – ARTS

2006 mUMBAI uNIVERSITY

 SSC

Computer Knowledge

* Microsft office.
* Excel
* Basic Knowledge of computer .

**Skills**

* Problem Solving
* Adaptability
* Collaboration
* Time Management
* Leadership

**Job Seeker First Name / CV No: 798234**

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