**CURRICULUM VITAE**

**Gulfjobseeker.com CV No:** **1330674**

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To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

**CAREER OBJECTIVE:-**

**More than 6 years of experience working with the top ranked Industries in Mumbai, India. Well experienced in sales, & customer services. Career goals are to master my skills in Sales & customer services with the help of my experience & academic. Looking forward to work with an organization that provides a platform to enhance my skills & also by contributing in the organizations growth & development.**

**Core Competencies: - Business Development, Service Level Agreement Management, Negotiations & contract management, Resource & Vendor handling, Handling Quality Level.**

**WORK EXPERIENCE:-**

**Worked with Automotive Exchange Pvt Ltd (Carwale) OCTOBER 2012 – JANUARY 2015**

* **Team Leader – Audi India**

**Responsibility:**

* Conducting weekly and monthly review with the team
* Maintaining Teams performance data for process wise review
* Cross selling OEM products for Audi
* Supervising New car sales division
* Meeting Clients requirement
* Root cause analysis for Customer / Service dissatisfaction
* **Car Expert – Audi India**

**Responsibility:**

* Handled technical queries for new and existing Audi Owners
* Arranging test drive and booking request for Audi buyers
* Conducted product and process related training for Audi(Internally)

**ACHIEVEMENT:**

* Promoted as Team Leader

**WORKED WITH ALTISOURCE PVT LTD JULY 2011 – OCTOBER 2012**

* **JOB PROFILE : Customer Service Executive**
* Collection Agent for NCI third party for AMERICAN EXPRESS
* Utilize computer systems to handle skip tracing.
* Meeting target before time to increase the revenue of the company.

**ACHIEVEMENT:**

* Best Performer of quarter collecting highest $ in net amount

**WORKED WITH TRACMAIL PVT. LTD SEPTEMBER 2008 – MARCH 2010**

* **JOB PROFILE: Customer Service Executive**
* Collection Agent for NCI third party for American express
* Utilize computer systems to handle skip tracing.
* Meeting target before time to increase the revenue of the company.

**ACHIEVEMENT:**

Promoted as Team Coach

**WORKED WITH ZENTA PVT. LTD MARCH 2007 – SEPTEMBER 2008**

* **JOB PROFILE: Customer Service Executive**
* Collection Agent for NCO third party for Store cards
* Collect payments on past due bills.
* Organize list according to severity of delinquency.

**EDUCATIONAL QUALIFICATION:-**

* **Completed T Y B.com in the year 2014**

**PERSONAL PROFILE:-**

**DATE OF BIRTH: -13th September, 1987.**

**MARITAL STATUS: - Married.**

 **NATIONALITY: -Indian. LANGUAGES KNOWN: - English, Hindi, Marathi.**