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**OBJECTIVE**

To obtain a challenging position where my experience, education

and accomplishments will contribute to the success of your organization.

**EDUCATION**

**Masters of Art in Languages part-1 1999**

*GUJARAT UNIVERSITY, AHMEDABAD*

**Bachelor of Arts 1998**

*ST. XAVIERS COLLEGE, AHEMDABAD*

**Previous Job Responsibilities**

 Receives, processes and verifies the accuracy of orders from customer utilizing the organizations internal CRM / mainframe systems and customer purchase orders.

 Initiates required action for response to customer service requests for order changes.

 Ensures and provides quality services to both internal and external customers.

 Co-ordinates the organization's involvement in internal and external exhibition shows.

Conducts follow up phone calls to survey respondents who have concerns or questions. • Performs other related duties as assigned by management.

 Operating EPBX system ­­­­­­­Welcome visitors and guests and direct appropriately

 Arranging maintenance visits and logging the duration thereof.
 Receive, direct and relay telephone messages and fax messages.

 Record and handle all incoming and outgoing couriers.

 Respond to public inquiries.

 Provide word-processing and secretarial support.

 Assist in the planning and preparation of meetings and conferences.

 Provide administrative services.

 Maintaining inward and outward documents register documents in Sap System.

 Responsible for daily cleaning and general maintenance of the office.

**Metro link Project ( MEGA company Limited ) ( under taking gov.)**

*Customer care executive/ front desk superviser*

**Gujarat Ambuja Export ltd.** *ahmedabad (india.) jan 2011 to june 2011*

*front desk /admin assistant*

**Paras Pharmaceuticals ltd.** *ahmedabad (india.) may 2008 to august 2008*

*Executive front desk customer care / admin assistant*

**Fashion Leather & Buckles** *Atlanta, GA (U.S.A.) june 2005 to sept 2007*

*Regional Manager*

* Responsible for 10 retail outlets located in malls.
* Maintain store inventory.
* Maintain daily/monthly sales reporting.
* Hiring, training and managing employees and store managers for all the stores.

# Warehouse Manage r

* Providing phone customer services.
* Handling clients call and taking orders.
* Maintaining inventory and generating purchase orders.

**World of Wireless** *Atlanta, GA (U.S.A.) jan 2005 to may 2005*

* Responsible for daily sales activities.
* Responsible for daily and monthly sales reporting.
* Maintaining overall store inventory.

**Sunny Wholesales** *Atlanta, GA (U.S.A.) sept 2003 to dec 2004*

* Handling clients order.
* Maintaining Inventory.
* Providing customer services over the phone.

# **Special Skills**

* Have good computer and internet skills.
* Self-Presentation and communication skills.
* Negotiation and sales skills.
* Problem analysis – Problem solving- Positive attitude
* Organizational skills
* People oriented - Work with teams.
* Attention to detail
* Have worked personally with foreign clients in U.S.A.
* Can speak English, Hindi, Gujarati fluently.
* Worked with people of various cultural backgrounds.
* Detail oriented and dedicated individual.
* Adaptability - Ability to learn quickly.