**Rini**

***Admin / Sales Executive / Customer Service Professional***

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Profile Summary

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| Versatile, Dynamic and Service-oriented Professional equipped with 7+ year’s record of delivering key significant contributions towards companies’ continued business growth. Acquired practical work experience encompassing Business Head & Migration Head, Counsellor & Student Coordinator, Quality Analyst, Team Leader and Customer Service; Proven track record of exceeding high-volume of inbound calls and workload within a fast-paced environment, delivering results under stiff competition and providing ongoing service leading to add on sales and long-term customer loyalty; possesses the ability in performing well under pressure, meeting organizational objectives and dealing with challenging opportunities; Acquired excellent communication, analytical, coordination, organization, problem-solving and interpersonal skills; Seek a challenging work profile where gained skills, expertise & industry knowledge will have a valuable impact.   **Strenght & Skills** |  |
| * Gained 7+ years experience in a diversified industry
* Adept in B2B/B2C/After Sales Support & Admin
* Strategic Planning & Business Development skills
* Strong orientation in resolving customer’s complaints
* Possess Integrity, Creativity, Honesty & Teamwork
 | * Competency in Admin / Sales & Customer Service
* Negotiation/Presentation/Interpersonal skills
* Up-selling, Cross-selling and Presentation skills
* Ability to deal effectively with phone inquiries
* Dynamic, Result-driven and Vibrant Personality
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| Educational Background* **Bachelor's Degree of Arts – Punjab University, India Apr 2009 – Jun 2012**
* **Professional Diploma in Software Eng (GNIIT) – NIIT Centre, Ludhiana, India Apr 2009 – Sep 2012**

**ASP.NET, ADO.NET, JAVA**Career Snapshot**Business Head & Migration Head –** *in India*  **Feb 2018 – Sep 2019****Counsellor & Student Coordinator –** *Chennai Race of Coaching Institute*  **May 2017 – Jan 2018****Quality Analyst –** *Andromeda Pvt., Limited, India* **Jan 2014 – Mar 2016****Quality Analyst –** *International Business Machines (IBM), India* **Apr 2012 – Dec 2013****Team Leader –** *International Business Machines (IBM), India* **Oct 2012 – Mar 2013****Customer Care Executive –** *Jet Airways, India* **Apr 2012 – Oct 2012** |

Areas of Expertise

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**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times.
* Skillful in providing first-class customer experience resulting in satisfaction, loyalty, and retention.
* Accord highest attention to customers and use customer service skills to heighten sales opportunities for each customer contact.
* Apply basic concepts, practices, and procedures of handling client’s complaints while meeting high-quality standards for customer services.
* Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner. Ensure understanding of client needs through great attention to detail.
* Obtain and examine all information to assess the validity of complaints and determine causes. Refer unresolved customer grievances to the designated department for further investigation.
* Keep records of customer interaction and transactions, details of inquiries, complaints and actions are taken.
* Uphold knowledge of all products - service lines, policies, procedures and support services of the company.
* Reply promptly and professionally to customer queries about product - service specifications, pricing, payment methods, warranty, delivery, etc; file all cash receipts along with product sales invoice copy.
* Contribute to the development of the organization’s goodwill/ reputation by presenting a professional image at all times.

**Sales Executive**

* Deliver sales by developing relationships with business partners. Understand and develop a long-term business vision. Achieve targets for revenue, profitability and sales growth with the help of Sales staff.
* Recommend improved materials to customers, documenting how such changes will lower costs or increase production. Research and identify potential customers for products or services
* Keep up to date with market trends & new developments utilizing the information for business improvement.
* Visit prospective clients to show samples and inform them about product pricing, availability, and advantages. Build, develop & maintain professional relationships with the company’s strategic allies/partners.
* Document account activities, generate reports & keep records of business transactions with customers & suppliers. Secure and renew orders and arrange delivery when necessary.
* Maintain sales forecasting reports and submit the weekly/monthly reports to the Department Head without fail. Supervise and influence a successful and experienced team of salespeople.
* Maintain confidential documents including pricing, LPO’s Contracts, Official Documents & Trade secrets of the company. Participate in product teams with regard to the implementation of regulatory.

**General Administration**

* Provide general administrative support including mailing, scanning, faxing, copying and other clerical and administrative support to management/employees. Act as a point of contact on all administration matters, deal tactfully with all people.
* Manage diary, schedule appointments, record minutes of the meeting, and organize details of travel and events, Knowledge of the organization set up and upholds confidentiality in all official transactions.
* Open, sort and deliver incoming correspondence, including faxes and e-mail, file and restore documents, records, reports and arrange travel itineraries for executives.
* Read and analyze incoming memos, present reports to find out its significance on various concerns and plan its distribution to the appointed unit for the proper response.
* Provide high tolerance in attending internal or external customer queries, deal with clients and visitors and deliver support to the management or executive level.
* Maintain inventories of supplies, equipment, and materials (e.g. ordering, organizing, monitoring, certifying & calibrating scales, Office keys, etc.) for the purpose of ensuring the availability of items as needed.
* Manage all kinds of administrative and clerical work efficiently, highly skilled in preparing correspondence including statements, forms, reports, presentations, applications and other documents.

Proven Job Role

**Business Head & Migration Head –India**

* Effectively manage the client's documents for PR visa process especially for Canada and Australia, New Zealand and so on. Review the petition documents of the employees.
* Checked and maintain the daily report & weekly report for client documents status in an Excel sheet and client's documents database should be maintained in a very secure way.
* Informed the applicants on receipt of their petition and also handling the sign-off formality for internal and external assessments. Conduct Visa Briefing sessions for the applicants going for a visa interview.
* Verified and review the client documents & keep on update the client documents status Manager.
* Responsible for helping business control lead on process documentation as when required.
* Ensured that all the information provided by clients is accurate and true, preparing and checking all legal documents for the submission of a profile.
* Handled the client's issues in documentation and guiding them to get the support documents as per the requirement of Immigration
* Responsible to cross-check all documents before creating a profile, collect all required documents and submission have to do within the time period.
* Maintained employee immigration records and raise requests for visa/work status renewals as appropriate.

**Quality Analyst – India**

* Responsible for the Quality Analysis of all incoming calls of (30 team member) using ICICI process.
* Supervised and train the team on how to handle and manage an effective escalation such as fatal calls.
* Prepared a report related to the performance variation of the customer support team based on the inputs for quality improvement.
* Provided a marketing pitch for the team. Conduct training on product and effective communication for the support team.
* Developed and conducts targeted group coaching sessions for analysts that address Service Quality deficiencies and/or improvement opportunities.
* Used customer service expertise to assess existing practices and procedures for process improvement opportunities with all Call Center teams and sites.

**Quality Analyst –India**

* Responsible for assessing the quality of the performance of the call center associates who deal with existing and potential customers.
* Monitored inbound and outbound call and email responses to assess associate's demeanor, technical accuracy, and customer service performance, and conformity to company policies and procedures.
* Assisted in developing, creating and implementing call center quality processes and procedures; as well as making a recommendation for enhancements to training materials as needed to enhance the overall customer’s experience. Prepared and analyzes internal and external quality reports for management staff review.

Other Experience

* **Team Leader – International Business Machines (IBM), India Oct 2012 – Mar 2013**
* **Customer Care Executive – Jet Airways, India, India Apr 2012 – Oct 2012**

I.T Proficiency

* Well versed with Language: C, C++
* Proficient in MS Office application (Word, Excel, PowerPoint, Email applications & Internet).

Personal Details

Nationality : Indian

Date of Birth : 28th November 1988

Marital Status : Single

Visa Status : Visit Visa

Languages : English, Hindi