**SHARANJIT KAUR**

**CAREER OBJECTIVE:**

To work in tandem with a team in a challenging and competitive environment where I could improve my knowledge, capabilities and put them to use for the development of the organization.

**PROFESSIONAL SYNOPSIS:**

A result-oriented professional with over 4 years of experience in a position of increasing responsibilities and duties. Among the good performers with a track record of consistently meeting or exceeding goals and customer expectation.

**EDUCATIONAL QUALIFICATION:**

**10th- NIOS 2006**

**12th-CBSE 2008**

**Organization**

 **(OMAN)**

**Job Profile**

**Sales Staff and Store In charge (25th Oct, 2015- 22nd June, 2016)**

**Responsibilities**

* Display Items. - Serving Customers. - Advising customers on their purchases. - Dealing with any queries or complaints. - Ordering, managing and taking out stock. - Helping with promotions. - Overseeing deliveries. - Managing and motivating staff. - Making sure sales targets are met. - Selecting new products and reviewing the old. - Helping to interpret reports and predicting future sales. - Pitching ideas to senior management. - Visual merchandising. - Promoting Products. - Getting feedback from customers.

**Organization**

**Xplore Tech Services Pvt.Ltd.**

**Job Profile**

**Customer Service Associate ( April'11- October‘14)**

**Responsibilities**

* Was part of three processes in the entire tenurity
* Handled customer queries in a cell phone shop process
* Was a business developer for a back end process (Mountain Aviation)
* Handled Mountain Aviation process for almost 3 years
* Handled client queries via chat and emails in another process (Fuze)
* Was a floor support on and off
* Handled an entire team as well for 8 months
* Have handled other teams as well in the absence of the line manager.
* Have been awarded best performer of the year for consecutive 2 years

**Organization**

Limtex Infotech Limited

 **Job Profile**

**Customer Service Executive ( July'10 - February‘11)**

 **Responsibilities**

* Assigned the task of handling customer queries, feedback, complaints and requests.
* Evaluated and identified opportunities to improve process and customer experience
* Handled upset and escalated calls
* Sharing best practices with the other members in the team thereby helping them to achieve their goals.
* Handled the team in the absence of my line manager.
* Maintained and updated outbound call reports. Assisted sales team with incoming requests for new services.

**Date of Birth** -26th October’87

**Marital Status** –Married

**Languages Known**-English, Hindi, Bengali and Punjabi.

**Hobbies**- Travelling, Badminton, Movies and Listening to music.

**Job Seeker First Name / CV No: 1801602**

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