**SHILPI SURA**

Date of Birth: 2nd december 1992

**EXECUTIVE and ADMINISTRATION PROFILE**

A highly knowledgeable, reliable and resourceful Sales executive who cherishes the people she works with. . Through the profound experience I have acquired in fast sales oriented environments, I have maximized sales in various broad networks. My efficient approach to team management and training has helped me in optimized team potentials and achieve maximized profits and growth.

Well qualified in areas of planning and setting objectives along with providing vital knowledge of current and emerging markets. Proven expertise in personnel management, employee training, campaigning, innovative ability in event development, problem definition, recruitment, brand enhancement and the ability to manage working and admin teams.

**KEY STRENGTHS**

* Business development
* Sales management
* Tele-caller Expert
* Team Management
* Strong Negotiation skill
* Client retention and Satisfaction
* Customer Service and Tele Sales
* Training and development

**EXPERIENCE**

**Kanda gold retailer (HR , accounts and sales manager )**

**Keys and Responsibilities**

* Setting goals and meetings with the client
* Sell products and services to both individuals and companies
* Sell products on calls, and keep records of sales
* Build market positons by locating and closing business relationship
* Achieving targets
* Write and submit accurate order
* Recruiting personnel and arranging them as per their designation.
* Entering the transaction and posting them to the accounts book.
* Maintaining accounts

**United natural stones (secretary )**

* Consult Online
* Communicating with customers through non-live medium (Including chat, Online Query, Emails)
* Responding to Customers regarding sales and support.
* Sell products on calls, and keep records of sales
* Arranging and scheduling meetings and appointments.

**United engineering works (Sales Executive manager and admin officer )**

* Monitoring live calls of agents
* Take over calls.
* Elaborate the services in details to the clients.
* Dealing with the customer on calls
* Managing admin or staff appropriately according to their work.
* Boosting morale of the staff.

**Icici securities (intern)**

* Financial market/share market
* D.mat account opening
* Business planning and development.
* Relationship Management and Customer Mining.
* Telesales
* Engage with target clients and obtain business requirements.
* Priorities projects to ensure timely and accurate completion of all assignments.
* Promote the company's strategy and philosophy so as to maximizing the opportunities for growth and profit of the commercial business.
* Responsible of setting and meeting sales team targets
* Team work maximize revenue generating

**OTHER SKILLS**

* Operating System: Windows 98, 2000, XP, VISTA , Windows 7& 8
* Internet Applications
* 3 Months Basic Computer Course with A+ Grade at Alma Computer Centre.
* MS Word, Excel & PowerPoint.
* Internet & E-mail Applications.
* Fluent English,hindi and Punjabi.

**EDUCATION**

International English language test system (IELTS) , scored 6 bands in 2016.

Master of Business Administration with HR specialization with First Class in 2015.

Bachelor of Business Administration with First Class in 2013.

HSC (Commerce) from State Board with First Class in 2010.

SSC from State Board with First Class in 2008.

**Job Seeker First Name / CV No: 1818978**

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