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**Sonal**

**Sonal.311122@2freemail.com**

**Coordinator / Administration**

**Industry: Private Equity / Retail**

**Career Objectives:**

Looking for an opportunity to get into a challenging and a successful career where communication and technology coexist. I wish to work in an environment which explores my potentialities and will utilize, challenge and advance my talents to extreme potential.

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| **Overall Experience Summary:** |  **Core Competencies** |
| * Experience in Customer service & Administration
 |  Customer ServiceAdministration |
| * Focused, versatile, dependable, multi-task oriented, flexible, positive, emotionally stable, able to adapt effectively to challenging situation.
 |  Office ManagementData Entry |
| * Well- developed skills in prioritizing, organization, decision making, time management & verbal / written communication skills.
 |  Reception Duties |
| * Strong interpersonal skills resulting in exceptional rapport with people. Proven success in initiating. Promoting & maintaining professionally & tactfully with the public in a variety of circumstances.
 |  Filing & Organization |

**Work Experience –**

**Rivoli Group – (Jan 2011 – present) – Customer service / Coordinator**

**Roles and Responsibilities –**

* Assisted Brand in charge in day to day activities.
* Manage elevated volumes of telephone calls.
* Updating customer’s & Retails staff regarding repairs.
* Preparing data entry for computer entry, maintaining data base.
* Responsible for Customer service in the digital equipment division, duties included answering customer queries, problem solving & providing detailed information on new products.
* Coordinating with Vertu Phones / Eye wear Principles & with the Local & International dealers for the supply of spares and repairs.
* Preparing estimations for repairs of Vertu phones & Eye wear products.
* Upgrading Vertu Phones as per customer preferences.
* Checking of final invoices for repairs & submitting the same to the finance division.
* Responsible for the supply of Eye wear spares to the dealer’s.

**Isthithmar World (A Dubai World company) – (Nov 2008 – Aug 2009) – Front office executive / Admin Assistant.**

**Roles and Responsibilities –**

* Meet & greet visitors & associates.
* Handled travel arrangements.
* Responsible for booking conference room for the meetings.
* Supervision of messengers.
* Document control ( incoming & outgoing correspondence )
* Self-correspondence.
* Providing assistance to other departments ( HR & accounts )
* Assisting admin team in coordinating link between the department / person & the rest of the office.

**IITC (India International Trade Centre) – (Apr 2006 – May 2007) – Receptionist.**

**Roles & Responsibilities –**

* Answered to queries through calls & emails.

**Education Qualification**

* Bachelors’ in Commerce 2007 – Mumbai university, India
* IATA / UFTAA Foundation Level – IITC Mumbai, India
* Diploma in International Airlines & Travel Management – IITC Mumbai, India