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 **GEETIKA**

**GEETIKA.331641@2freemail.com**

MBA in Human Resource and 8 Years of rich experience in Sales Coordination / Administration and sound knowledge of HR functions. Looking forward to developing into a fine professional and contribute strongly to the success of an organization, and am passionate and positive in my work approach.

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* An enterprising youngster with a brief professional experience have developed and build some skills to effectively deliver results
* Overall experience of 8 + years has helped me develop into a smart learner , build analytical skills, time management , communication and organizing skills
* Sound understanding of Sales administration and HR functions with strong conceptual abilities
* Successful at motivating team members and working in a cordial atmosphere to deliver company results
* Experience in Sales and meeting new customers have broadened my knowledge and ability to learn new situations and adapt to difficult circumstances
* Experience in India and now in Dubai , working in a multi cultural environment has helped me grow as an individual

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Enterprise Level Highlights\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Effective Jun’12 working with V V & Sons LLC , Dubai as Sales Executive / Earlier HR Executive – Consumer Product Division:**

**Role outline**: (Sales Executive)

* Responsible for Sales deliverables in assigned territory , by ensuring right support and pricing
* Ensuring receivables / cash collections are made within credit period to maintain regular business cycles and target deliveries
* Developing new customers for business expansion and growth
* Planning and executing monthly Sales Promotions with Brands and tracking brand spends and reconciliation with Finance
* Sales Forecasting for brands on a monthly basis and planning future orders with Principals

**Achievements**:

* Consistently delivered on targets , achieved 9% growth over last year and currently at 6 % growth compared to 5% company growth
* Among TOP 5 performers in 2015 , and received a performance certificate from Energizer
* Developed new corporate customers like Dubai Petroleum and DNATA , adding to incremental business

**Role outline**: (HR Executive)

* Co-ordinate with General Manager and Corporate HR for all functional activities (HR related)
* Recruitment responsibility included sourcing of CVs thru’ Job Portals and screening/filtering of profiles
* Coordination with HR for appointments / interviews and ensuring fast placements of vacancies
* Facilitating joining / exit formalities of both internal / external candidates
* Monitoring employee Leave / attendance thru HRMS and facilitating pay roll procedures
* Creating a healthy and cordial atmosphere in the company thru regular activities – Birthday Celebrations , Performance Celebrations and incentives for special achievements

**From Nov 2009 to Nov 2011 with Shoe Bazar LLC, Dubai as Accountant cum Administration:**

**Role outline**:

* General Ledger: Maintained integrity of general ledger, including the chart of accounts.
* Balance Sheet: Analyzed monthly balance sheet accounts for corporate reporting.
* Compiled general ledger entries on a short schedule with nearly 100% accuracy.
* Optimized and managed research and development spending through collaboration with key business leaders.
* Handled PDCs. Established and maintained close relationship with bank authorities and auditors.
* Maintained computerized and manual accounts of the customers.

**From Jan 2006 to Sep 2009 with Airtel Communication as Customer Service Manager:**

**Role outline:**

* Customer Inquiries : Resolve complaints in an empathetic manner for customer satisfaction
* Training : Cross-trained and backed up other customer service managers.
* Service Levels : Meeting customer call guidelines including service levels and improving productivity.
* Team Work : Assumed ownership over team productivity and managed work flow to meet or exceed. . Quality service goals.
* CSRs : Provided accurate, specific and timely performance feedback for CSRs.
* Records : Maintained up-to-date knowledge of product and service changes.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Academics & Credentials \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* MBA - Human Resources, JNU University of Dubai.
* BA – English , Economics & Political from University of Kanpur , India
* COMPUTER PROFECIENCY- MS Office XP (MS Excel, MS Word, MS Access & MS Power Point, MS Windows XP/Vista, Focus Soft Net Coral Draw, Peachtree, Oracle, Tally , D.T.P. & CRM .

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Date of Birth : 12th July 1987

Nationality : Indian

Gender : Female

Marital Status : Single

Driving License : Valid UAE Driving License