**SANOBAR **

**PERSONAL DOSSIER**

**DOB :** 20th December 1986.

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**EXECUTIVE SUMMARY**

* A competent professional with overall 9 years of experience in Sales, Retail, Supervision, Customer Service, Handling HNI Customers, content handler/Digital Marketing.
* Decisive leader, Strong organizer and a team player with successful track record in directing from original concept through implementation to handle diverse situations.

**ACADEMIC CREDENTIAL**

* Bachelor in Arts (BA Economics) from Ramniranjan Jhunjhunwala College Ghatkopar, Mumbai in 2009.
* HSC from Ramniranjan Jhunjhunwala College Ghatkopar, Mumbai in 2006.
* SSC from St’ Joseph’s High School Vikhroli, Mumbai in 2004.

**OCCUPATIONAL CONTOUR**

* **Working with Cybercom Datamatics Information Solutions Ltd.**

**As eShop content handler /Digital Marketing- Since March 2014-September 2016.**

* Responsible for all updates and publishing pages of Sony mobile official site which includes banners, pricing, products and etc.
* Responsible of proper delegation of task to team members by mailing and dispatching of work.
* Generate reports on monthly basis.
* To test on Stage environment before going live to Production.
* Timely and effective communication with the clients and team mates.
* Tools: CMS eCommerce tool.
* **Worked with Vodafone India Limited.**

**As a Customer service executive (Back Office)-September 2010- December 2013.**

* To raise ‘Service Request’ on CRM for every email that is received.
* To process requests received by the customers and HNI Relationship Managers via email.
* Mentoring fresher’s in the team ensuring they are trained with all the processes, system handling (technicalities) and procedures to handle complain promptly.
* To achieve and maintain the efficiency rate, Quality standards and TAT as required by management at all times in accordance to Departmental Key Performance Indicator (KPI).
* **Worked with ADFC Pvt. Ltd.**

**As a HDFC Customer Service Executive –July 2009- December 2009.**

* Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
* Follow up to ensure that appropriate actions were taken on customers' requests.
* Refer unresolved customer grievances or special requests to designated departments for further investigation.
* **Worked with Planet M Retail Ltd.**

**As a Floor Supervisor-July 2008- December- 2008.**

* Overseeing the operation of the store and performing duties to ensure its smooth operation as required.
* Maintaining or changing product displays including those required for periodic sale events.
* Performing product inventory in accordance with established policies and maintains related records.
* Orientation, trainings, scheduling, monitoring, evaluating and providing direction to store staff and volunteers.
* Maintaining timesheets and attendance records.
* **Worked with GTC PVT LTD**.

**As a Nokia Senior Sales Promoter- March 2006 - MAY 2008.**

* To market company’s product and services.
* Analyzing trends and developing strategies to improve sales of ongoing products in order to stay ahead of the competition.
* To get the word out about our company and to convince potential clients to buy the product.
* Maintaining daily sales reports and forwarding the same to the relevant department.
* Mentoring and assisting new joiners.
* Meeting the set targets and improving them as per company policies.

**LANGUAGES KNOWN**

* English
* Hindi
* Marathi