***CURRICULAM VITAE***

**ANNIE**

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**WORK EXEPERINCE**

**Worked with Mercedes Benz ' T and T motors ' , as a Customer Relation Executive (CRE) for lobby at showroom from June 13 till Feb 2016.**

Reception Duties:  
  
Meet & greet visitors in a friendly & polite manner. Answer all incoming calls & respond to queries.  
  
Main Job Tasks and Responsibilities

-deal directly with customers either by telephone, electronically or face to face  
-respond promptly to customer inquiries  
-handle and resolve customer complaints  
-obtain and evaluate all relevant information to handle product and service inquiries  
-provide pricing and delivery information  
-perform customer verifications  
set up new customer accounts  
-process orders, forms, applications and requests  
-organize workflow to meet customer timeframes  
-direct requests and unresolved issues to the designated resource  
-manage customers' accounts  
-keep records of customer interactions and transactions  
-record details of inquiries, comments and complaints  
-record details of actions taken  
-prepare and distribute customer activity reports  
-maintain customer databases  
-manage administration  
-communicate and coordinate with internal departments  
-follow up on customer interactions  
-provide feedback on the efficiency of the customer service process- answer telephone, screen and direct calls   
- take and relay messages  
- greet persons entering organization  
- ensures knowledge of staff movements in and out of organization  
- general administrative and clerical support  
- prepare letters and documents related to any official jobs  
- receive and sort mails and deliveries  
- schedule appointments  
- maintain appointment diary either manually or electronically  
- organize meetings  
- maintain the reception area   
- Guest Hospitality  
- Handling customer queries.

- Maintain and updating the customer database.

- Maintain the customer relation and client profiles from the end to end requirements.

- Maintain the showroom lobby.

Admin job:  
-Generally providing administrative support to all departments as and when required.  
-Build rapport, listen, clarify and manage conversational flow

-Manage upset customers, conflicts and challenging situations

-Deliver outstanding service, exceed expectations and build long-term loyalty ķ

-Work in teams and in a self-directed environment

-Set appointments for managers and clients per request, with due consideration to their schedules.

-Coordinated with the staff at meetings and conferences to make arrangements for refreshments and meals.

Key Accomplishments:

-Managed a high-volume workload within a deadline-driven environment. Resolved an average of 50 -inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).

-Became the lead "go-to" person for new reps and particularly challenging calls as one of the company’s primary mentors/trainers of both new and established employees.

-Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.

-Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.

-Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity

**Worked as a HR Executive with a HR CONSULTANCY “GEAR -UP CONSULTANTS” from March 2011 till March 2013.**

**JOB RESPONSIBILITIES**

-To conduct the recruitment process for getting more employees in the organization by contacting employment through internet portals.

-Handling the entire spectrum of Human resource Functions. Scheduling final interview of the candidates

-Responsibility of the hiring or the recruitment process which comprises of elimination and selection as well as screening of permanent, temporary, part time as well as contract based staff with the help of the placement companies and the internal/external advertisements.

-Making arrangements of the interviews.

**EDUCATIONAL QUALIFICATIONS:**

**1. POST GRADUATE DIPLOMA IN MANAGEMENT, Completed, 2009-11**

BharatiVidhyapeeth, Pune

**2. GRADUATION, 2008**

Delhi University

**3. HIGHER SECONDARY, 2004-05**

**4. SENIOR SECONDARY, 2002-03**

JASPAL KAUR PUBLIC SCHOOL,

SHALIMAR BAGH,

NEW DELHI.

**PERSONAL DETAILS**

**DATE OF BIRTH:** 18th AUGUST 1987.

**GENDER:** FEMALE

**LANGUAGES:** ENGLISH, HINDI, REGIONAL