**KRITIKA**

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**CAREER OBJECTIVE**

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- | --- | --- |
| **Course** | **Institute** | **University** | **Year** | **Stream** |
| **Master of Business Administration** | Pioneer Institute of Professional Studies ,Indore | DAVVUniversity | 2011 | **Finance & Marketing** |
| **Bachelor of Commerce**  | University of Allahabad  | University of Allahabad | 2009 | **Finance** |

**COMPUTER SKILLS**

 MS office, Internet knowledge.

**KEY COMPETENCIES**

* Sincere, enthusiastic and energetic with a focused mindset to initiate and complete the work in hand.
* Burning desire to meet new people and learn new things.
* Internally motivated team player and uses resources properly.
* Adapts to changing work environments and priorities as per organizational needs.
* Plan and organizes tasks and work responsibilities to achieve objectives.
* Dedicated towards organizations, customers and self growth.

**PROFESSIONAL EXPERIENCE:- 4 years 3 months in (INDIA) & 3 months in (UAE).**

* Chicago Management Training Institute Sharjah:- working as a Associate business consultant.
* CapitalVia Global Research Limited Indore: Worked as a Business development executive in Client Service Group.
* Wealth Wires Financial Services Indore:-.Worked as a Business development & customer service executive.
* Profit Mantra Indore:- Worked as a Business development & customer service executive .

**ROLES & RESPONSIBILTIES**

* I have undertaken the role and responsibilities of Business development & Customer support.
* Coordinating with sales team by managing schedules, filing documents and communicating relevant information.
* Responding to complaints and queries from customers and give after –sales support.
* Handling all duties related to sales coordination; maintain CRM and administration work of the team.
* Identifying the needs of potential customers in the market through various lead generation strategies.
* Contact potential clients and present the product appropriately to clients in order to increase sales opportunities.
* Maintaining and developing relationships with existing/new clients and updating client’s details into the database.
* Providing proper customer service and giving relevant information for their queries/handling client issues.
* Marketing and promoting the Products & Services of companies.
* Dealing with client via telephone, post and e-mail communications.
* Handle & processing of all orders with accuracy and timeliness.
* Assist in the preparation and organizing of promotional material or events.
* Follow up on account outstanding of each sales person.
* Meetings and calendar preparation for the Management.
* Experience in preparing LPO, quotations, sales invoice, generating reports, assisting sales & marketing manager, coordinating with research team & trainers etc.
* Self-motivated service of excellence, knowledge of e-marketing activities.
* Quick learner and possess the ability of multi-tasking, Comfortable interacting with both customers and team members.
* Maintain effective customer service by sending timely quotations to the clients and develop Sales strategy accordingly.
* Responsible for maintaining Daily Report which includes Enquiry, Quotation, clients data, manage sales records.
* Providing customer and internal staff support and to undertake all tasks to enable the smooth running of the business etc.

**Client base & Business development**

* Filtration of investors through company data base ,providing proper knowledge & advice

to customers using organizations products & services.

* Developing needs in customers regarding our services & convincing them to enter in our business.
* Connecting clients through selling, cross selling & up grading various services of our organization.

**Customer Support & CRM**

* Providing help & support to customers using organizations products or services and communicating

Courteously with customers by telephone, email, letter & face to face.

* Maintaining CRM by keeping proper details of the current client base & prospective to manage &

analyze customer interactions and data with the goal of improving business relationships .

**Complaint handling & Resolution**

* Resolving customers queries within agreed authority , investigating the cause of any complaints,

gathering information from relevant teams & reviewing documentation.

* Maintaining customer related information system from time to time for accurate record keeping.
* Ensuring compliance with legal requirements, industry regulations, organizational policies and

Professional codes.

**Operations & Team Management**

* Conduct periodical meetings to review performance, plan strategies to achieve monthly/quarterly

objectives, prepare weekly/monthly action plans & assign responsibilities among team members.

* Ensuring efficiency in operations for client networking & business growth by managing & monitoring the performance of team members.
* Identifying newer opportunities, formulating business strategies, effective utilisation of available

recourses to achieve organizational business objectives.

**REWARDS & RECOGNITIONS**

* Achieving monthly targets, Got performance Appraisal, Winning Challenger of the month title.
* I got promoted to the Senior Business Development Executive in the company.
* I won International tour to THAILAND on behalf of my consistent monthly targets.

**INTERNSHIP & TRAININGS**

* Globe capital market limited Lucknow (opening gmat a/c, leads generation)
* Computer Age management Services Pvt Ltd.(Mutual Fund Operations)
* SNR Securities & Finance –Indore (All about shares, commodity & currency market)

**PERSONAL DETAILS**

* Date of Birth:- 18th March,1989.
* Relationship Status:- Married.
* Languages Known:- English & Hindi
* Visa Status:- Residence Visa.
* Driving License:- No.

**DECLARATION**

I hereby declare that all the information given by me is true to the best of my knowledge and belief.