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|  | Manisha |

manisha.347433@2freemail.com

**Executive Summary**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 4 years of solid background working as Sales Coordinator, Front Desk and Admin
* 1 year background working as Recruitment Consultant
* 1 year background working as Customer Service and Telemarketing
* Client Oriented and dedicated to continuous improvement
* Highly analytical, result oriented and trainable
* Achieve results, meet performance targets and accept personal accountability for results.
* Attend, negotiate and explore customer needs and concerns and stand point to create a win-win situation and provide maximum after sales service
* Efficient in responding to any online, email or telephonic enquiries

**Core Competencies**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| - | Microsoft Office proficient | - Customer Relationship Management |
| - | Communication Skill | - Flexible ad Fast learner |
| - | Contract Negotiations | - Customer Focused |
| - | Advanced Clerical knowledge | - Adaptive Team Player |

**Employment Recital**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Computer Systems, Business Bay, Dubai** **(Feb 2015- Present)**

Designation: Sales Coordinator cum Office Admin

* Coordinating the sales team by managing schedules, filing important documents and communicating relevant information
* Ensure the adequacy of sales-related equipment or material
* Handle the processing of all orders with accuracy and timeliness
* Inform clients of unforeseen delays or problems
* Respond to complaints from customers and give after-sales support when requested
* Efficiently responding to any online, incoming emails or telephone queries
* Store and sort financial and non-financial data and present reports
* Conduct orientation programs for new employees
* Administer salaries and determine leave entitlements
* Be involved in staff training and development, preparation of job descriptions, staff assessments and promotions
* Prepare annual estimates of expenditure, maintain budgetary and inventory controls and make recommendations to management
* Maintain management information systems (manual or computerized)
* Taking care of the entire visa related matters of each staffs and HR related works.
* Direct reporting to Managing Director and Sales Head.

**Search International HR Consultants, Deira, Dubai** **(Dec 2013- Jan 2015)**

**Designation: Recruitment Consultant (Telesales, Support and Admin Assistant)**

* Manage day-to-day client relationships through Cold calls, Presentation, Email Marketing, and Social Media Marketing.
* Gaining a clear understanding of customer’s businesses and requirement.
* Negotiating the terms of an agreement and closing sales
* Challenging any objections with a view to getting the customers to do business with us.
* Setting appointments and serving old and new clients.
* Interviewing & screening candidates for local recruitment, as per clients demand for the placement.
* Handle all the Administration works.

**Himalayan Distillery Ltd., Kathmandu, Nepal** **(March 2011 - Nov 2013)**

**Designation: Admin Officer**

* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
* Receive, direct and relay telephone messages and fax messages.
* Maintain Daily attendance records and preparing daily reports.
* Calculating the annual leave of all employees of the organization.
* Maintain the petty cash fund of every month and keep the updated records for filing.
* Maintaining files and records of company and proper filing of all incoming and outgoing documents.
* Booking & Managing Air Tickets for boss and other staffs on each travel and Reserving arranging Hotels for the office seminars.
* Call potential clients and businesses on behalf the management to set the appointments.
* Maintains customer records by updating account information.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Direct reporting to the Managing Director.

**Serving Minds Pvt. Ltd. Kathmandu, Nepal** **(April 2009-Dec 2010)**

**Jan 2010- Dec 2010: Customer Service Representative**

* Attract potential customers by answering product and service questions; suggesting information about other products and services.
* Open customer accounts by recording account information.
* Maintain customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Contribute to team effort by accomplishing related results as needed.

**April 2009-Dec 2009: Telesales Executive**

* Cold calling and presenting appropriately to make sales.
* Negotiating the terms of an agreement and closing sales
* Challenging any objections with a view to getting the customer to buy.

**Trainings/Skills**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  | Communication Skill | Time Management Skills |
|  | Interpersonal Skill | Front Desk Handling Skills |
|  Sales and Marketing Skills | Windows and Internet Applications |

* MS-Office

**Academics**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Bachelors of Business Studies, Tribhuwan University, Kathmandu-Nepal [2008-2011]
* +2 (HSEB), Prasadi Academy, Kathmandu-Nepal [2006-2008]
* School Leaving Certificate, Future Stars High School, Kathmandu-Nepal [2006]

**Personal Details** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  | Date of Birth | 1990, June 24 |
|  | Nationality | Nepalese |
|  | Marital Status | Married |
|  | Languages | English, Nepali, Urdu, Hindi |
|  | Visa Status | Employment Visa |