**Preeti**

[**Preeti.348131@2freemail.com**](mailto:Preeti.348131@2freemail.com)

Sales Coordinator,Office Coordinator, Accounting

**Career Objective**

I am eagerly seeking an appointment that will develop my skills and uncap my potential so that I can grow as a Manager who actively contributes to organisation effectiveness, efficiency and as an active member of society at large.

**Work Experience**

**Office Coordinator: Manoj Builders**

**15th December 2015 – Till date**

* Maintain and manage office stationary and office inventory.
* Setting up meetings.
* Meeting and greeting the clients.
* Understanding the client requirement and providing them the offers that are suitable to them.
* Processing the incoming and outgoing mails.
* Coordinating business events and travel requirement for the senior manager.

**Customer ServiceExecutive: Tata consultancy services:**

**March-2014 till Dec-2015**

* Ability to understand and cater to clients.
* Provide a work environment that engenders positive energy, creativity, and teamwork among employees.
* Arrange regular meetings to understand any underlying issues.
* Coordinated with the clients and the team to make the appointment successful.

**Customer Service (Retention): Hutchinson 3 Global Services**

**June-2010 to June-2012**

* Retaining the customers by understanding the customer’s requirement.
* Provide a work environment that engenders positive energy, creativity and teamwork among employees
* Arrange regular meetings to understand any underlying issues
* Keeping accurate records of discussions or correspondence with customers
* Improving customer service procedures, policies and standards for the organization or department

**Career Achievements**

* Exceeded Company’s sales goals by up-selling the company’s products.
* Resolved customer complaints by identifying problems and taking appropriate corrective action
* Demonstrated professional etiquette and manners when interfacing with customers
* Improved the efficiency of customer service department by providing both training for new hires and setting up training materials.
* Promoted to Floor support following excellence in providing customer education on the company’s services and commendation by supervisor.
* Developed customer base through delivery of quick service.

**Key Skills**

* Communication skills
* Customer Service
* Marketing
* Decision Making
* Sales and Collections
* Negotiation and Inter-personal skills
* Quality focus
* Change and Performance management
* Good at follow-up and taking initiative
* Computer Knowledge (Microsoft office,Siebel,LPS,Networking)

**Qualification**

* Bachelors of Arts (English)- Dr. C.V.Raman University Passed First Class.
* Higher Secondary Certificate: National Open Schooling
* Secondary School Certificate: NationalOpen School.

**Summary**

Energetic Office Coordinator and Accounts professional with a knack for matching customers with optimal products and services to meet their specific needs. Consistently received excellent feedback from customers and clients.