|  |  |  |
| --- | --- | --- |
| **KARAN** ***Customer Service/Marketing Executive/Asset Control Officer******(More than 7 years of work experience)******Visa Status: Employment Visa*** | **E-mail:** **Karan.36555@2freemail.com** |  |
| **PROFILE SUMMARY** | **SKILLS** |  |
| A fully committed, capable and confident person with exceptional interpersonal skills and able to give timely and accurate advice, guidance and support to team members. Successful in overall operations in a fast paced, multi-market environment for over Seven years, with an in-depth knowledge of operations and customer service. A motivational leader with strong analytical, organizational and problem solving skills. | * Microsoft Office package and Internet Applications.
* Excellent communication Skills.
* Time management skills.
* Ability to learn quickly and self-motivate.
* Can perform under work pressure.
 |

 **WORK EXPERIENCE**

Control Contracting & Trading Co. (PVT.) L.L.C Abu Dhabi, UAE

Asset Control Officer (Presently Working) 25February 2017

**Responsibilities:**

* Assist and coordinates activities and asset movement and management of fixed assets for disposal, surplus, storage or salvage.
* With guidance of the Asset Manager, plan, organizeand implement physical count of fixed and non-fixed assets of company on regular basis.
* Finddiscrepancies during physical count and conduct inspection.
* Tagging and making GRN for new purchased fixed and non-fixed assets with coordination of warehouse staff.
* Arrange and organize assets in main store and other site stores with coordination of warehouse supervisor.
* Ensure that returning assets have all the necessary documents, return form plus Loss and damage form with approval.
* Regularly physical count, spot check and update store assets inventory list of warehouse.
* Providing assistance for disposal of fixed assets and non-fixed assets and adjust them in system.
* Assist Asset Manager in coordination of auction activities including releasing items for auction, providing descriptions, photographing items, reconciliation and preparation of monthly auction disposal report.
* Providing backup assistance to the warehouse as required including receiving assets, delivering assets to campuses, pulling auctions, and store operation whenever required.
* Data entry register, record and maintain inventory accountability and control all fixed and non-fixed-assets.
* Count and verify inventory list of each department on regular basis to make sure that inventory list and physical count result are accurate.
* Monitor the Asset control system which includes moving, returning, issuing using standard forms as per the policy and procedures.
* Weekly and monthly update report of inventory to Project managers.
* Perform general office administration work.
* perform any other duties as assigned by Asset manager.

Al Qabandi & PARTNERS Co. – Shipping & Forwarding Abu Dhabi, UAE

Telesales/Marketing Executive 17 December 2015

**Responsibilities:**

* Ensured effective liaison with agents and coordinated arrangement of shipments.
* Coordinated with various trading companies/clients and liaised with the higher officials regarding the services offered by the organization.
* Maximized sales by developing existing accounts, generating new business through cold calling, leads follow-up as well as customizing sales strategies to address client-specific needs and markets.
* Maintained local client relationships through e-mail, on-site receptions, presentations, telephone, fax, emails and outside sales calls.
* Prepared sales quotations made for clients and negotiated terms at a cost best suited for them.
* Tracked the status of the shipment and regularly shared updates to the stakeholders.
* Administered pre and post shipment documentation as well as forwarding of complete set of pre-alert/post alert to clients/agents on timely basis.

WNS GLOBAL SERVICES PVT LTD. **Mumbai, Maharashtra**

**Senior and Lead Associate(Customer Service) 7December 2009 to 15 July 2015**

**Responsibilities:**

* Supervised the functioning of team, incentives, OT, shrinkage, productivity and staff attendance from time to time.
* Improved quality service by recommending new processes while identifying new product and service applications.
* Resolving daily customer inquiries related to utility bills such as tariff, payments and invoice via Emails and calls.
* Gathered feedback from customer to improve service and accordingly initiated sharing of customer feedback and knowledge with team thereby improving service.
* Utilized NPS metrics to enhance overall productivity and profitability of the business.
* Perform update and documenting issues as prescribed for them, provide with vital assistance in keeping records and following up status for under processing inquiries in SAP, CRM, AW4 and KANA.
* Responsible for keeping commitments in a timely manner and resolving customer issues.

**EDUCATIONAL QUALIFICATIONS**

Mumbai University June 2004 – March 2007

Bachelor of Commerce (B.Com)

MAHARASHTRA STATE BOARD June 2002 – February 2004

Higher Secondary Certificate Examination (HSC)

# ACHIEVEMENTS

* Promoted to lead Associate from Senior Customer Service Associate in WNS Global Services Pvt. Ltd.

# EXTRACURRICULARACTIVITIES

* Cricket, Table Tennis
* Singing

**PERSONAL INFORMATION**

* Date of Birth: 27/09/1986
* Marital Status : Single
* Language: English and Hindi
* Nationality: Indian