Rashmi

Rashmi.361943@2freemail.com

**JOB OBJECTIVE:**

To make use of knowledge & experience gained for prosperity of employer and employee & creation of wealth.

**WORK EXPERIENCE :–**

1. Worked as a Customer Support Representative in Flipkart.com ( 20 September, 2011- June 2012)
	* + Actively supporting the e-commerce activities and representing the company in the most professional possible manner.
	* Resolved customer complaints via mail.
	* Assisted with placement of orders, refunds, exchanges, cancellation or upgrading accounts.
	* Advised on company information.
	* Handled products recalls, suggest solution when a product a malfunction.
	* Attempted to persuade customers to reconsider cancellation.
	* Worked with customer service manager to ensure proper customer service is being delivered .
	* Handled changes in policies or renewals and made it understanable to customers.
2. Sales Development Manager (SDM) in HDFC Standard Life Insurance ( 5 March, 2010 – 5 October, 2010).
	* Generated and followed up new business opportunities and set meetings.
	* Communicated new product development to prospective clients.
	* Met the sales targets of the organization through effective planning and budgeting.
	* Supported team mates through motivation, strategies and appreciation.
* Developing the business strategy and have end to end ownership and accountability for Key Account that includes complete ownership of the Sales Process.
* Provide hands-on inspirational leadership to ensure that the business pulls in one direction to achieve targets and goals.

**EDUCATIONAL QUALIFICATION:**

Done MBA (finance) from Pioneer Institute Of Professional Studies Indore, India (2007-2009). Passed Bachelor Of Commerce from Ranchi University, India (2004-2007).

**ADDITIONAL QUALIFICATION:**

Passed foundation course of Cost and Work Accountancy from Ranchi Chapter Of Cost Accountancy.

Worked as a Management Trainee in Share-khan LTD.

**ADDITIONAL QUALIFICATION:**

Posses leadership qualities, clear in thought and expression & fluency in speech.

Active participation in seminars, essays competitions.

Organizing, hosting and managing seminars.

**SKILLS:**

Proven track record in sales, business development & marketing industry.

Proven track record in of increasing revenue through generation of leads.

Show an understanding of the challenges facing the industry at present and illustrate a knowledge of the operational attention to detail that will be required to succeed within the industry.

Good business sense.

Entrepreneurial business attitude.

Prospecting skills

Team Player

Result and quality oriented

Able to learn

Excellent Communication Skills

Customer Oriented

|  |  |  |
| --- | --- | --- |
| **PERSONAL DETAILS:** |  |  |
| **DATE OF BIRTH** | **:** | 30th August 1985. |
| **MARITAL STATUS** | **:** | Married. |
| **VISA DETAILS** | **:** | DUBAI RESIDENCE VISA |