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Sowmya

Sowmya.365468@2freemail.com

**Career Objective:**

To work in an organisation where ample opportunities help me to learn, grow and prosper and where constant challenges bring out the best in me. I would like to contribute to the organization through my hard work, time, commitment & management skills.

**Current Employer:**

**DJ PERFUME TRADING LLC, UAE**

**Designation**  : Operation and Marketing Executive

**Tenture**: November 2014 – February 2017

**Primary Function:**

* Dealing with Wholesale and Retail sales of Perfumes, Cosmetics and Garments through Online.
* Dealing with all the administrative work.
* Handling all online sales and marketing activities of Perfumes, cosmetics and Garments.
* Confirming online orders and placing order with suppliers.
* Ensure sufficient stock is available to process orders.
* Co-ordinate with Finance for monthly reconciliation and cash collection.
* Ensure all customer complaints raised by contact Center are acted upon and resolved within agreed timelines
* Work with Finance to ensure all suspicious and Fraudulent orders are monitored
* Send regular reports as required from the team.
* Work with content team to ensure all customer complaints and inconsistencies are addressed and rectified
* E-commerce category managements and sales experience.
* Scheduling daily dispatches of the perfumes, cosmetics and Garments.
* Updating Prices in e-commerce sites after having the detailed check of competitor prices.
* New listing of products and seasonal promotions in e-commerce sites.
* Sourcing suppliers for Perfumes and Printing related works.
* Sending Monthly Sales and Purchase reports to the Management.
* Making Sales and Purchase Invoices
* Making Cash Invoices, Cheques receiving and daily Delivery Notes checking.
* Stock Checking and Receiver invoices checking.

**Previous Employer:**

**Australia and Newzealand Banking Group (ANZ)**

**Designation** : Financial Analyst

**Tenture** : October 2012- Nov 2014

The Australia and New Zealand Banking Group Limited, commonly called ANZ, is the third largest bank by market capitalisation in Australia, after the Commonwealth Bank and Westpac Banking Corporation.

**Primary Functions:**

* Dealing with the Newzealand Customers and educate them of our Banking products and services with the help of the Newzealand front line Branch Staffs
* And do the Financial maintenance for all the existing Newzealand customers for their loans.
* Keeping Customer is king we serving the best practices to all the existing customers by providing in time service and maintenance help.
* Analyzing the Risk and conditions and process as per the client requirements and always bound for the customer satisfaction and deals with customers EMI’ options to pay the loans.
* We acknowledged to do the all different types services to our Newzealand customers like, New loans funding, Interest rate fixing, Making the weekly, fortnightly and monthly payments to the loans as per the customer requests, Loans payoffs .
* Giving Training to Juniors on Loan Maintenance Task& Loan Administration and Loan Settlements.

Previous Employer:

**Xchanging India Pvt Ltd**

**Designation**: Process Associate

**Tenture**: June 2011 to October 2012

Xchanging Technology Services India Pvt. Ltd. specializes in its ITO, KPO and procurement business across the globe. Xchanging is a technology-enabled provider of business processing, technology and procurement services internationally to customers across many industry sectors. We are a truly international outsourcing specialist. Listed on the London Stock Exchange (LSE:XCH), we have over 8,000 employees in ten countries providing services to customers in 48 countries.

**Primary Functions:**

* Providing broking services between Insurance and Reinsurance Companies.
* Addressing and resolving technical queries raised by the clients & Reinsurers.
* Analyzing and processing the client document in GRiDS application.
* Handling cases such as Initial advice, Subsequent advice, Settlement &Refund advice.
* Handling Reinstatement Premium, Loss Review Premium, Additional Premium as well as Adjustment Premium.
* Handling the end to end process for the high priority clients that require special handling
* Processing of Premium Invoices for Lloyd’s London from the Gurgaon Centre
* Preparing Invoices Debit and Credit Notes for the insurers and underwriters

**Education:**

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| QUALIFICATION | INSTITUTION | UNIVERSITY | YEAR | RESULT |
|  M.B.A |  S.J.E.S College of Management Studies Bangalore | BangaloreUniversity | 2009-11 | 74% |
| B.Sc | Pragathi First grade women’s college. Devanahalli | BangaloreUniversity | 2006-09 | 80% |  |
| PUC | Pragathi Girls PU college. Devanahalli | Pre-University Bangalore | 2005-06 | 60% |  |
| SSLC | SumukhaVidyaSamsthe. Hcross | Karnataka State Board | 2004 | 75% |  |

**Academic Project:**

A Project conducted on “**Karnataka Small Scale industries**”, Bangalore- A two month duration project consisting in-depth study on the above topic was studied in detail.

An Internship Project on “Organization Study of **State Bank of India (SBI)**, Bangalore - A one month duration project consisting in-depth study on the functional areas of management was studied in detail.

**Computer Skill Sets:**

 MS - Office (Word, Power Point, Excel, Outlook)

 Applications of Internet

**Personal Profile:**

Age 26 years

D.O.B 10th July 1988

Sex Female

Marital Status Single

Nationality Indian

Residential Bangalore-16

Language English, Hindi, Telugu,Tamil and Kannada.

**Declaration:**

I hereby declare that the information given above is true, complete and correct to the best of my knowledge and belief.