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**Charmi**

**Mobile : Whatsapp +971504753686 / +919979971283**

**Email:** **charmi.376073@2freemail.com**

**Profile:** I am a highly stimulated and the professional individual with Six years & five months of experience in retail & E-commerce industries holding the strong interpersonal skills in managing and tracking stocks, providing customers service, problem solving and alternatives.

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| **SKILLS** |   |   |
| • Attention to detail | • Negotiation | • Handling Project |
| • Goods transportation | • Documentation | • Solving Problems |
| • Multitasking | • Relationships development | • Operational Support |
| • Microsoft Office/Outlook | • Team Work | • Creative problem-solving |

**WORK EXPERIENCE**

**Almaya Group Dubai (Borders) as shift supervisor / customer service representative from Jan 2015 to Jan 2017 (2 years)**

**Job Profile & Responsibilities:**

* Customer care and support
* Coordinating with suppliers/Brand export destinations.
* Provide shipment information to customers.
* Coordinate within the company departments to facilitate shipments.
* Assist in tracking shipments and providing alternative information.
* Shipment clearance and arranging transportation.
* Manage quality by ensuring shipments arrived are not damage..
* Handle customer complaints if any
* Keeping a track of the daily sales and achievement

**Book Zone : Mumbai, India as Admin Executive & Asst Buyer**

**From Jan 2013 to August 2014** **(1 year , 7 months).**

**Job Profile & Responsibilities:**

* Ordering & procuring stock for store and corporate
* Procurement of the required products & arrange delivery schedule.
* Responsible for maintaining the records of office inventory.
* Distributing the stationary as per requirement and keeping the record.
* Checking the availability of stationary and other required things and ordering for them.
* Coordinating with the dealers, Suppliers and vendors.
* Maintaining the documents records.
* Assisting the admin manager in planning and executing the events and other activities in organization.
* Managing the house keeping and security guard staffs’ data and duties.
* Responsible for checking the cleanliness of office.
* Responsible for checking the office’s assets are in good condition.
* Responding the mails.
* Responsible for handling the petty cash and keeping the record of expense

**Futurebazaar.com Mumbai, India, as a inbound call center agent from Sep 2011 to Nov 2012 (1 year, 2 months)**

**Job Profile & Responsibilities:**

* Answer calls and respond to emails
* Handle customer inquiries both telephonically and by email
* Research required information using available resources
* Manage and resolve customer complaints
* Provide customers with product and service information
* Enter new customer information into system
* Update existing customer information
* Process orders, forms and applications
* Identify and escalate priority issues
* Route calls to appropriate resource
* Follow up customer calls where necessary
* Document all call information according to standard operating procedures
* Complete call logs.

**Quality Inn Hotel Nasik, India as a Receptionist from Jan 2010 to Sep 2011 (1year , 8 months)**

**Job Profile & Responsibilities:**

* Welcome and greet guests with great courtesy
* Manage room reservations using a computerized reservations system
* Address guests concerns and special requests in a professional and personable manner
* Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed
* Help guests with their things including luggage and other valuables
* Get transport for customers and reservations in local restaurants
* Answer telephone calls and transfers these to guest rooms
* Take and relay telephone messages for hotel guests and others
* Prepare bills, handle and process checkouts, take payments
* Man the hotels business center and other units if necessary
* Communicate with housekeeping and maintenance staff to ensure that great quality service is provided to guests
* Deal with complaints and problems
* Answer queries of guests about various information and services of the hotel

**Educational Qualification:**

* Passed **Bachelors in Business Administration** from National Institute of Management Solutions.
* Passed **Higher Secondary** from Maharashtra University Second Class.
* Passed **Secondary School** from Maharashtra University Second Class.

**Fluent Languages:**

English, Hindi, Marathi, Gujrati

**Personal Information:**

Date of Birth : 14-10-1989

Marital Status : Single

Nationality : Indian

Visa Status : Long term Visit (valid Till 15th April 2017)

**Declaration:**

I hereby declare that the above statements are true to the best of my knowledge and belief. Reference will be furnished as required.