Arti

**Email ID:** arti.380094@2freemail.com

**Driving License:** No

**Visa Status: Employment**

**Availability:** Immediate

# SUMMARY OF SKILL & EXPERIENCE

With over 8 Years of UAE Experience in Sales Coordination, Marketing, Business Development and to work well in Customer relationship management. Area of expertise include

|  |  |
| --- | --- |
| * Sales Coordination
* Customer Service
 | * Business Development
* Office Administration
 |

**CORE COMPETENCIES**

**EMPLOYMENT SCAN**

**CPL Aromas FZE, Jebel Ali Mar 2010 - till date**

Designation: Sales Coordinator cum P.A to Sales Director

**Reports to**: Sales Head

CPL Aromas is one of the TOP European Manufacturing Company for Fragrance & Perfumes

**Key Roles**

* Developed and sustained relationships with potential and existing clients by coordinating professional meetings, attending promotional events and providing effective administrative support.
* Actively supported company sales team – Coordinated sales details, pre-sale material and after-sale deliveries and handled contacts.
* Participated in execution of sales strategies
* Prepared clear sales analysis as well as sales reports, sales-order status, sales agreements, in-time proposals and presentations.
* Meeting and handling high profile customers to assist them on and off company premises and through email communication and phone calls as well.
* Made efficient purchases resale supplies.
* Responsible for timely, accurate quotations and various pro-forma invoices to customers, processing inquires through personal visits, email, phone and fax.
* Trained newly joined employees for the system training and for coordination work.
* Worked as a personal assistant for the sales director to book airline tickets, hotel booking and manage travel plans. Appointment scheduling, arrange and organize meetings for the sales trips.
* Responsible for arranging samples and requested order forms for the customers.
* Regularly contact the customers to achieve new appointments and sales with the new customer for the sales growth.
* Follow up with the customer to ensure excellent customer service.
* Updating and maintaining diary as a routine to ensure the timely customer appointments.
* Coordination for Shipping of the goods by air and sea
* Evaluate fragrances with perfumer and sales team.
* As and when needed used to make EDT’s and creams lotions applications etc. in the lab to assist lab if incase of need and to ensure that samples are dispatched on time.

**Achievements:**

* Adopted proactive approach to sales-promotions. Contacted regional team for order status.
* Contributed insights to marketing activities, promotes and monitored responses.
* Optimized sales by collecting and analyzing information – Performed trend monitoring and performance assessment.

**Max New York Life Insurance Ltd, India Nov 2009 - Nov 2007**

**Designation:**Senior Customer Care Executive

Max New York Life Insurance is one of the TOP Insurance Companies in the world operates worldwide.

**Key Roles**

* Handling post sales insurance related complaints in order to meet the customer’s expectations related the services from the provider. Also to delight the customer by providing quality resolution and the best services in the industry for the brand promotion.
* Coordinating and interacting with various departments and persons in order to resolve the complaint.

**Achievements:**

* Consistently, the Best performer both in quality and productivity.
* Appreciation calls from customers & client side.
* Certified for “products and rider” and for the “insurance concepts” held by Max New York Life Insurance Company Limited
* Certified for the Systems training programme held by Max New York Life Insurance Company Limited

**Hutchisson Essar Ltd., India Vodafone Oct 2007 - Oct 2005**

**Designation:**Senior Customer Care Executive

**Reports to:** General Manager

**Key Roles:**

* Handling the care touch customers.
* Also handled a team of 22 agents.
* Consistently, the Best performer both in quality and productivity.
* Appreciation calls from customers & client side.
* Floor support in case of non-availability of Team Leaders & WFM (Work Force Management).

**Intouch Solution Pvt. Ltd, India Sep 2005 – Oct 2003**

**Designation:** Customer Care Executive

**Reports to** Team Leader

**Key Roles:**

* Take inbound call related queries/Problem/Request of Customers regarding Product.
* Achieve Target & full fill requirement of company through own work.
* Promoted to Main Hutch Okhla for being an excellent performer.
* Consistently, the Best performer both in quality and productivity.
* Being a mentor to the new hires and assists them to enhance their productivity and Quality.

**Monarch Pvt. Ltd, India Sep 2003 – Feb 2001**

**Designation:** Tele Marketing Executive

**Reports to** General Manager

**Key Roles:**

* To generate business by leads through outbound calls.
* To ensure daily and weekly monthly targets.
* Follow-ups with the customer for business growth.

**SCHOLASTICS**

* Graduate from Delhi University in year 2000.
* Operating System and Packages

**PERSONAL OVERVIEW**

* Highly motivated & self-Driven
* Computer Savy – **Windows Operating Systems and MS Office**
* Readiness to face challenges
* Willingness to learn
* Strong organizing capabilities & good at people skills
* Decision making abilities & strong believer in work

**PERSONAL DOSSIER**

I am a person who is ready to put untiring efforts to achieve my aim. I am honest enough to be true to my organization and work. I can handle people from various cultures and backgrounds. I am very open to feedback for improvement and continuously acquire new competencies and accept new challenges.

I am willing to meet you, if you need further clarification about my resume

Date of Birth : 24th March 1980

Nationality : Indian

Languages : English, Hindi andPunjabi

Marital Status : Married/ on Company Visa

Thanking you in anticipation