***Nutan***

***EmailId-*** ***Nutan.381589@2freemail.com***

***OBJECTIVE***

*Acreative&funlovingprofessionalindividualwhohasagenuineinterestinworkingwithandhelping customers.Trytobegoodatworkingquickly,accuratelyandwithinstrictguidelines,ontopofthisheisable*

*toprioritiseabusyworkload,whilstatthesametimebeingreactivetoabusiness’scoreneeds.Lookingfor asuitableCustomerServicerolewithanexcitingandforwardthinkingcompanythatoffersroomforfuture promotion.*

***AREAOFEXPERTISE&PERSONALEXPERTISE***

*Abletoadapttone,languageandstylefordifferentcustomersandsituations.*

*Creatingagoodfirstimpression.*

*Meetingcustomerexpectationsinareassuchastimeliness,qualityandconsistency.*

*Buildingcustomerrelationshipsandloyalty.*

*Projectingaprofessionalimageface-to-face,onthephoneandviae-mail.*

*Abletosay'no'constructively,andgive'bad'newsinatactfulway.*

*Knowledgeofphrasesandkeywordsthatcangenerateacustomers’confidence.*

*Abletocontrolaconversationandquicklyobtainrelevantinformation.*

*Experienceofleadingteams.*

*Abilitytoremaincalmwhendealingwithemotional,difficultordistressedpeople.*

***PERSONALEXPERTISE***

*We****l****presented,polite,tactfulandfriendly.*

*Abletohandleaggressivebehaviourandtakecontrolofdifficultsituations.*

*Havinganaturalflairfortalkingtopeople.*

*Abilitytobuildrapporteffectivelyandidentifysolutionstocustomersneeds.*

*Abletohandleunreasonableexpectations.*

***ORGANISATIONALEXPERIENCE***

***Organization****:****CaraJwelers***

***Designation*** *:****GuestServiceExecutive&DesigningConsultant***

***Duration*** *:****March2017–January2018***

***Responsibilities:***

* *Welcomeguestsonarrivalandprovideinformationregardingthestoreandtheirdisplays*
* *Greetingandadvisingcustomersonqualityandtrendsofjewelery*
* *Provideinformationregardingthestoreandactivitiesinresponsetoqueriesbothonthephoneand inperson*
* *Displayingmerchandiseandpromotingmaterials*
* *Explainingcuts,carats,color,andclarityinjewelryandgemstocustomers*
* *Providingestimateonrepairingluxuriouswatchesandcustomjeweleries*
* *Suggestingjewelrydesignstocustomerssuitableforcertainoccasions*
* *Preparingbi****l****s,providingwarrantycertificate,wrappingmerchandise,makinginvoices,andco****l****ecting payment*

***Organization****:****TrendzIndia***

***Designation*** *:****CustomerSupportExecutive&FashionConsultant***

***Duration*** *:****June2015–Jan2017***

***Responsibilities:***

*Respondingpromptlytocustomerenquiriesinpersonorviatelephone,leter,andemail–alwaysina*

*professional&efficientmanner.*

*Usingthein-housesystemtorecordnecessaryinformationandinstigateactionsasrequired.*

*Processingorders,forms,applicationsandrequestsforinformation.*

*Dealingefficientlywithquestionsandqueriesfromcustomers.*

*Keepinguptodatewitha****l****thecompany'sproducts,servicesandprocedures.*

*Directingrequestsandunresolvedissuestootherco****l****eagues.*

*Maintaininguptodatepaperandcomputerbasedfilesandadministrativesystems.*

*Promotingthecompany’sproductsandservicestocustomers.*

*Handlingobjectionsprofessiona****l****y.*

***Organization****:****OzaProduction***

***Designation*** *:****FashionConsultant&CustomerService***

***Duration*** ***2013-2015***

***Organization****:****AIMCreation***

***Designation*** *:****FashionConsultant&CustomerService***

***Duration*** ***2012–2013***

***KEYSKILLS&COMPITENCIES***

*Aclearandconfidenttelephonemanner.*

*Abilitytocommunicateeffectivelywithawiderangeofcustomers.*

*Provenaptitudefordealingwithcustomercomplaints.*

*ExtensiveknowledgeofMicrosoftOffice,Excel*

*Experienceofworkinginabusy,inboundca****l****centreenvironment.*

*DealingwithcustomersFacetoFace.*

*Fu****l****yawareoftheimportanceofdatasecurityandrelevantlegislation.*

*Prospectingforsalesleads.*

*Abletoidentifyandactuponpotentialsalesopportunities*

***COMPUTERSKILLS***

*OperatingSystems Windows95/98,WindowsXP,WindowsVista,7*

*Browsers* *Chrome,InternetExplorer,Mozi****l****aFirefox*

*MicrosoftOffice MSWord,MSExcel,MSPowerPoint,MSOutlook*



***EDUCATION***

*2010* *DiplomainFashionDesigning*

*2008* *HigherSecondarySchoolfromMumbaiUniversity*

*2006* *SeniorSecondarySchoolfromMumbaiUniversity*

*H****OBBIES***

* *Trave****l****ing*
* *ListeningtoMusic*
* *PlayingBadminton*
* *Socializing*

***PERSONALINFORMATION***

***Nationality*** *Indian*

***DateofBirth*** *8th**September,1989*

***Age*** *28Years*

***MaritalStatus*** *Married*

***VisaType*** *Husbandvisa*

***Religion*** *Jain*

*L****anguages*** *English,Hindi,Marathi,Gujrati.*