**SIMA**

**E-Mail:** sima-393446@2freemail.com 

**A skilled professional,** capable in running successful business excellence through process improvement, in quest of assignments in  **Event Management and coordination, International BPO services , retailing**  with an organization.

**PROFILE SNAPSHOT**

|  |
| --- |
| **A result-driven professional** with **over 5 years** of experience in: Event Management:- ~ Sales and Marketing ~ Client visiting ~ Event Promotion ~ customer service  Currently associated with IAS Media **Dubai** as **Event management sales ( Comission),** Deftness in monitoring sales and **delivery of high-quality customer experience** and elevating customer satisfaction, . Proficient in monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize sales and customer satisfaction level.  |

**EMPLOYMENT DETAILS**

**September 2018 till date:**

**Freelance marketing**

**●** Events sales

● Clients visit

● Field operations

 **Since May 2016 to September 2018:**

 **( Dubai):**

● customer service

● telesales

● Promoted as TL in the month of August in 2017.

● Escalation handling

● Daily report sending (MIS )

● achieving personal and team target

**Since Jan 2012 till 2016**

**Event management sales, Bangalore**

**Job Roles**

* Providing product details as per client requirements
* fixing appointments and visiting clients
* Tele calling and closing the deal over the phone
* reporting to the marketing manager about day to day sales and progress of marketing...

**Growth Path:**

**Retail sales…**

**`**

**January 2006 to July 2006 : Retail Sales (full time)**

**November 2007 to 2008 August : retail store (Full time)**

**:-Retail Sales**

**1) As a retail sales girl in Sony LEd tv showroom**

**2) As a retail sales girl in Kaya skin clinic May 2007 to August 2008**

**: Tele marketing (International BPO -full time) 2011 t0 2013…..(Uk and Australian Shifts)**

**:-Tele sales**

**1) Transzenens BPO Solution**

**Debt management, insulation, payment protection insurance**

* **Making outbound calls**
* **Fixing appointment**
* **Generating new leads**
* **Closing call**
* **Achieving daily and monthly targets**
* **Reporting to the team leader**

**February April 2012 August 2016 : Guest Relation and sales( contract)**

**:-Guest relation and sales ( contract)**

**1) Guhantara Resort Bangalore**

**2) Hotel Crown Plaza Bangalore**

**3)Hotel Citrus Bangalore (2014 November to August 2016)**

**Key Result Areas**

* providing help and advice to customers using your organization’s products or services;
* communicating courteously with customers by telephone, email;
* investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants;
* handling customer complaints or any major incidents, such as a security issue or a customer being taken ill;
* keeping accurate records of discussions or correspondence with customers;
* analyzing statistics or other data to determine the level of customer service your organization is providing;
* producing written information for customers, often involving use of computer packages/software;
* writing reports analyzing the customer service that your organization provides;
* developing feedback or complaints procedures for customers to use;
* developing customer service procedures, policies and standards for your organization or department;
* meeting with other managers to discuss possible improvements to customer service;
* training staff to deliver a high standard of customer service;
* learning about your organization’s products or services and keeping up to date with changes;
* keeping ahead of developments in customer service by reading relevant journals, going to meetings and attending courses.

**Key Result Areas : Retail ,Call Centre/** **Customer service , BPO Operation, event management:-**

~ Sales Operation

~ Service Delivery

~ Client visit

~ Customer service

~ Telesales

**ACADEMIC DETAILS**

* **BBA ( Marketing )**
* **BA.English,**
* **MBA (Marketing)** waiting for the result.
* **12th** from KN Institute .
* **10th** from KN Institute ..

**PERSONAL DETAILS**

Date of Birth: 7th May, 1980

Present Address: Burjman Opal 1

Permanent Address: Na

Languages Known: English ,Hindi, Bengali