**MALTI**

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Seeking a position of substantial responsibility where my past experience will be fully utilized in a career opportunity.

**EMPLOYMENT SCAN:**

**Designation : CRM since Dec 2014 to Till Date (Sales)**

**Job Profile**

* Arrange for proper data floe from various stages in Sales process and ensure contact to 100% prospects/customers through CRE.
* Train the CRE’s on various calling scripts (PVF,PTF, PCF, 3r day & 21st day PSF) and monitor implementation.
* Random check of call and script quality by auditing of few recorded calls made by CRE’s
* Guide CRE’s to capture Voice of Customer and maintain proper records and files
* Monitor compilation of customer feedback in the prescribed formats
* Check customer feedback from 7th Day PSF and Honda 121
* Sharing of customer complaints from all sources from sales team and CRE’s
* Prepare root cause analysis sheet for each complaint in discussing with sales team.
* Ensure quality of concern closures and check with customer for his/her satisfaction before complaint closure in records
* Generate detailed complaint analysis report SC wise and draw counter measure plan with sales team
* Ensure action plan implementation to prevent reoccurrence of the same complaint in future.
* Share MIS of calling activity/DFS & Honda 121 with Dealer Principal/Sales Head.
* Study JDP reports for each Wave result, also keep report in records
* Highlight dealership strengths and areas of improvement.
* Share the report in detail with Dealer Principal and entire sales team
* Prepare the action plan with Sales Manager and ensure implementation by respective role holders in the dealership.
* Ensure implementation of processes as per Honda EDGE through training and handholding os sales team
* Ensure proper usage of showroom checklist, process time chart, delivery checklist, test drive vehicle checklist, test drive feedback forms etc.
* Be present at the time of car delivery and manage the delivery ceremony
* Implementation of best practices and new customer centric initiatives
* Implementation of CRM activities like “Thank you Letter”, Birthday/Wedding anniversary/Vehicle anniversary/Festival wishes, organizing customer meets, Movie shows etc.
* Visit the customer’s place with sales team to resolve certain complaints, if required
* Attended training of Honda Philosophy & Values, SSI & Sales Process, Leadership Skills, Soft Skills, Customer Handling Skills, D’Lite & OBIEE, Telephone Etiquette

**Designation : CRM since June 2010 to June2012 (Sales & Service)**

**Job Profile**

* Maintaining good relation between Customers and the organization

vis-à-vis with Ford India Ltd.

* Increase the Customer Satisfaction Level and to convert it to customer

retention.

* Send the regression of customer to concerning authorities and to resolve their problems quickly.

To deal with ‘Auto-Deal Software’ to handle customer concerns more

effectively.

* To handle the policy of Extended Warranty**.**
* Maintaining records of the customers of their vehicle i.e.-Job Records ,

Customer Records.

* Taking care of Post service Follow up Analysis to withstand the

Satisfaction level of clients.

* Organizing Service Reminders of clients through dedicated team of

Customer care department.

* Assisting the Relationship Manager in achieving monthly service targets
* Handling incoming customers.
* MIS generation and circulation, maintaining disbursement and

Delinquency data.

* Key member for Business Action Plan.

**Designation : Manager – Customer Care from 28th August 2006 till 31**

**31st December 2009**

**Job Profile**

* Handling Escalated Complaints from Chairman’s, MD’s and Director’s Office, forwarding them to the respective teams and following up till the closure
* Handling Ford India Complaints and forwarding them to the respective teams and following up till the closure
* Coordinating with the Internal Teams for Pending Complaints. .
* Weekly Con-Calls with Internal Teams for better Resolution of Complaints.
* Daily Reports and MIS

Summary of Abilities:

* Work with clients, colleagues to resolve issue & work to the utmost satisfaction of my superior.
* Highly adapt at handling complex & multi-dimensional accounting & administrative activities.
* Excellent communication & confidence to work with full zest.

Academic Background:

* Certification in Executive in Business Management.
* B.Sc. from Indira Gandhi National Open University (IGNOU)
* H.S.C from Children College
* S.S.C. from Children Senior Secondary School

**Additional Qualification** **:**

* **Operating Systems** **:** MS-Office.(MS Word, Excel & Power Point)

MS-Access. (Table & Report)

* **Internet** **:** Knowledge of Internet operation, Emailing

Personal Details :

* **Date of Birth :** 18th August, 1986
* **Gender :** Female
* **Marital Status :** Married
* **Nationality :** Indian.
* **Language Known :** English, Hindi & Marathi.
* **Leisure Activities** : Listening Music & Reading.

# Date :

**(Ms. Malti)**