CLARA

[Clara-397324@gulfjobseeker.com](mailto:Clara-397324@gulfjobseeker.com)

Career Objective



Seeking opportunities to expand my knowledge, exercise talents and expand current skillset and also employ my knowledge and experience with the intention of securing a professional life within the global business community.

Experience



*June 2018 - August 2018*

Executive Sales Assistant and Secretary

Welcomed clients, guests and customers by greeng them, in person or on the telephone; answering or

direc ng inquiries, repor ng as well as forwarding informaon about the enquiries to and fro between teams of

esmaon, procurement, purchase, accounts and operaons.

Maintain and produce informaon by transcribing, formang, inpu transmiVng Technical and Commercial proposals.

ng, ediHng, retrieving, copying, and

Completed Project Proposals and Tenders by collecOng, analyzing and transmiVng informaon to and fro from the technical team and submiGng them within the due date provided by the client.

Kept a track of clients, vendors and competors in and around the GCC market as well as world wide and maintained a record, updated database with the appropriate informaon retrieved and submi ed to managers when ever requested.

Sent out emails and kept a track on vendors pricing with di erent products as per quanty and quality based and also helped out the esmaon team whenever required in terms of receiving pricing from vendors.

Conserved Gme by reading, researching, and rou ng correspondence; draing leers and documents; collecOng and analyzing informaon; ini ang communicaons between the team and providing informaon to clients right from an enquiry, submission of proposals, Dll being awarded, updates about the projects status and course of delivery.

Prepared and maintained appointment schedules between managers and clients by planning and scheduling meengs, conference & project meengs while collected data of arrival and maintained on Gme schedules to meet clients requirements.

Maintained customer confidence and protected key operaon procedures by keeping informaon confidenal.

Prepared reports and Secured informaon by compleng, updang and maintaining database backups.

Provided historical reference by developing uLlizing filing and retrieval systems; recorded weekly meeng discussions and set out emails to the team as per discussed during the meet and ones role for the following week that’s to be worked on as well as to be published before the next team meet.

Contributed to the team's e ort by accomplishing related results as needed as well as helped out with cri cal informaon when needed.

*June 2017 - June* CLUTCHI INTERNATIONAL GENERAL TRADING L.L.C - DUBAI, UAE



*2018* Operations Secretary and HR adminsitrator

Prepared lists and job-posngs for recruiUng

Collaborated with the management to post job ads on careers pages and process incoming resumes.

Called candidates took the 1st round of interview over the phone aer screening their resumes that were received and then shortlisted them to the next round.

Maintained a database that contained informaon about the new hires (so and hard copies)

Checked applicants references, created job o er leers and iniQate new hired candidates documents that are required.

Provided orientaon for new employees by sharing on boarding packages and explaining company policies

Assisted in Payroll management by providing relevant data like absences, bonus and leaves

Organized and maintained personnel records, creang cerficates,

Created and updated internal databases like a record on sick or emergency leaves, new hires, separaons etc,.

Prepared HR Documents like employment contracts, service agreement contracts for clients, new hire guidelines, on boarding manuals.

Created and revised company HR policies and procedures

Liaise with external partners like insurance vendors, for applying or renewals of Company Trade License, Applicaon of Employment Visas, Labor Contracts, Medicals, Emirates ID.

Maintained o ce supply inventories and kept a record

Coordinated with HR projects and organized business meengs, prepared manuals & agendas

Prepared correspondence reports, publicaons and presentaons for the company

Maintained travel i nerary for the company sta and maintained a record.

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| --- | --- |
| *July 2015 - June* | TRILING IT SOLUTIONS PVT LTD (CANADA based MNC) |
| *2017* | Senior Sales & Customer Service Representative |
|  | Business to Business (B2B) as well as Business to Customer or Consumer (B2C). |
|  | Researching the market and related products, advising on forthcoming product |
|  | developments and discussing special promoons. |
|  | Maintaining and developing relaonships with exisng customers via telephone calls and |
|  | emails. Responding to incoming email and phone enquiries. Gathering market and |
|  | customer informaon and cold calling to arrange meengs with potenal customers to |
|  | prospect for new business |
|  | Listening to customer requirements and presenng appropriately to make a sale. |
|  | Negoang on price, costs, delivery and specificaons with buyers and managers, |
|  | challenging any objecons with a view to geng the customer to buy. Making accurate, |
|  | rapid cost calculaons and providing customers with quotaons and Negoang the terms |
|  | of an agreement and closing sales |
|  | Creang detailed proposal documents, oen as part of a formal bidding process which is |
|  | largely dictated by the prospecve customer |
|  | Checking the quanes of goods on display and in stock, liaising with suppliers to check the |
|  | progress of exisng orders. Feeding future buying trends back to employers. |
|  | Reviewing our own sales performance, aiming to meet or exceed target. Recording sales |
|  | and order informaon and sending copies to the sales o ce or entering figures into a |
|  | computer system. Aending team meengs and sharing best pracce with colleagues. |
|  | Presenng the product or service favorably and in a structured professional way face-to- |
|  | face. |
| *August 2012 -* | G.E CAPITAL RETAIL BANK (Former SYNCHRONY FINANCIAL BANK) |
| *December 2014* | Customer Service Executive/Process Advisor |
|  | Make requested policy and account changes. Counsel customers on opons for service and |
|  | coverage. |
|  | Respond to quesons and concerns about service, and escalate calls appropriately. |
|  | Resolved service issues and shared benefits of addional services. |
|  | Consult with customers opons. Upgrade service and o er addional service packages or |
|  | opons. |
|  | Promptly responded to general inquiries from members, sta , and clients via telephone, |
|  | mail, e-mail, and fax. Consistently improved customer sasfacon through expert resoluon |
|  | of conflicts, issues, and concerns. |
|  | Maintained up-to-date knowledge of bank policies regarding payments, account changes, |
|  | and upgrades. Excelled in exceeding daily credit card applicaon goals. |
|  | Developed highly empathec client relaonships and earned reputaon for delivering |
|  | exceponal customer service and also Cross-trained and provided back-up for other |
|  | customer service representaves when needed. |
| Education |  |
|  |  |
| *2015 - 2017* | RVD Rajhastan University |
|  | MBA |
|  | 70% GPA |

|  |  |
| --- | --- |
| *2009-2012* | Gayathri Vidhya Parishad PG & Degree College |
|  | BSc in Life Sciences |
|  | 94 % |
| *2007-2009* | Higher Secondary From Board Intermediate Education |
|  | Bi PC |
|  | 70% |
| *2007* | SSVP High School |
|  | Board of Secondary Education |
|  | 90% |

Skills



Strong interpersonal and customer-facing skills Strong communication skills.

Familiarity with Business software such as Microsoft Oﬃce – Word, Excel, Power-point & Outlook.

Strong administration skills and can maintain high level of confidentiality.

Ability to work under pressure, accurately with attention to detail and creative problem solving.

Projects



FREELANCER / Recruiter SMARTS SKILLS LAB

Visit Schools and Colleges o ering Personality Development Skills and So Skills for students which help. Groom the outer and inner self of a person in order to bring posive change in their lives. Build, share and maintain the talent pipeline.



Consult with Hiring Managers to fully understand the needs of the end user and in the context of strategic priories and to implement best pracces. Source, screen and present qualified Technical candidates to hiring managers.



Understand and focus on Market trends and how they impact technical recruing.



Language



English, Hindi, Telugu.

Personal Details



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| Date of Birth | : | 15/09/1991 |
| Marital Status : | | Single |
| Nationality | : | Indian |

Additional Information



Visa status : Visit visa