

Curriculum Vitae

Neha

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I would like to work with professional organization, which would benefit to improve my skills and experience.

PROFESSIONAL SYNOPSIS

- Co-ordinating with Marketing people about their daily working.
- Proficiency in MIS Report (Sales Report, Stock Report, Target Vs Achievement Report, etc.)

SCHOLASTICS

Masters of Commerce

TEAM/PEOPLE

MANAGEMENT/MANAGERIAL SKILLS:-

- Good Organizing and Management Skills.
- Good Communication skills.
- Good Interpersonal skills and qualities of Head and Heart.
- Good Analytical, Logical and Convincing abilities.
- Understands the importance of Team work in achieving Team's objectives.
- Understands the importance of cooperation, coordination and equality among the team.
- Understands that hierarchy in a team is to facilitate the smooth functioning of the team and Should not become an impediment in the achievement of objectives of the team.
- Ability to keep people together and motivated through Appreciation and Recognition.
- Team approach to meet challenges.
- Comprehensive problem solving abilities.
- Co-operative about working environment.
- Dedication, Teachable, Honest, Hard & Smart work and best follower.
- Quick adaptability to new changes and zeal to improve knowledge.

Organizational Details:

Accurate Freight Carriers Pvt. Ltd.

Duration: March 2023 – Till date

AFC success story started a decade ago, by a team of young professionals towards implementation of modern management techniques in the Transport Area. The Vision of building up an organization on strong fundamentals of integrity, infrastructure, capacity, financial soundness has helped the organization record an impressive growth rate. The perception of the Management in Moving Ahead Confidently has become a benchmark in the Industry..

Sr. Credit Controller :-

- ✓ Daily Reporting to the Senior Manager Dept.
- ✓ Follow up for payment on 30 days credit terms of all clients via Email/Whats App/Call.
- ✓ Resolving customer complaints quickly and efficiently.
- ✓ Understanding key customer individual needs and addressing these.
- ✓ Shipment tracking and updating to the customers via phone or Email.
- ✓ Dispute filing of lost/damage CN and follow up with Operational Manager.
- ✓ Coordination with all branches and sends report to Senior Manager of Customer Care.
- ✓ Daily MIS send to contract based customers.
- ✓ Periodical Reporting.

NORTHEASTERN CARRYING CORPORATION LIMITED

Duration: From Feb 2020 to 31st March 2020

NECC Group offers wide range of transport services in India, Nepal and Bhutan. Our services include booking small parcels, Full Truck Load Consignments, Project Consignments to Over Dimensional Consignments (ODC). NECC also provides containerized movement of cargo, Warehousing, Packing and Moving, 3 PL and storage facility all under one roof.

Customer Care Executive :-

- ✓ Daily Reporting to the Senior Manager Dept.
- ✓ Resolving customer complaints quickly and efficiently.
- ✓ Understanding key customer individual needs and addressing these.
- ✓ Shipment tracking and updating to the customers via phone or Email.
- ✓ Dispute filing and follow up with Operational Manager.
- ✓ Coordination with all branches and sends report to Senior Manager of Customer Care.
- ✓ Daily MIS send to contract based customers.
- ✓ Periodical Reporting.

Mahalaxmi Valves Pvt. Ltd.

Duration: From November 2019 to Feb 2020

Mahalaxmi Valves Pvt. Ltd is a company that truly believes in enforcing sustainable practices so that a practical balance is attained between nature and development. As a team, we are committed to investing our time, resources, and energy to help you do your best for nature. At the end of the day, the earth on which we live has to be as good or even better for our future generations.

We understand that our products need to meet the global standards of safety, ergonomics, material, finish, and functionality. That's why we have designed and developed products that are truly world-class.

Senior CRM / Front Office Executive:-

- ✓ Daily Reporting to the Director regarding payments of credit clients.
- ✓ Resolving customer complaints quickly and efficiently.
- ✓ Identify emerging markets and market shifts while being fully aware of new products and competition status.
- ✓ Understanding key customer individual needs and addressing these.

- ✓ Track All Dispatched Consignment's then take review from clients about service or material via call or what's app.
- ✓ Festive offers to clients for sale growth. Keeping customers updated on the latest products in order to increase sales.
- ✓ Dedicate for clients about their needs, that's encourage client loyalty and enhance our organization's growth through positive client-to-business engagement.
- ✓ Expanding the customer base by upselling and cross-selling.
- ✓ Co-ordinate with accounts team to dispatch team for provide best service to client regarding order process.
- ✓ Prepare Monthly Sales Sheet and Achievements of all Sale coordinators, then set Target for every month.
- ✓ Feedback calling to all clients weekly to get to know about our services or material.
- ✓ Building and maintaining profitable relationships with key customers.
- ✓ Inspire repeat-business from clients.
- ✓ Provide timely solutions to client's problems, build sustainable and continuous relationships with clients.
- ✓ Greet clients and set a positive office atmosphere. Prepare outgoing mail (envelopes, packages, etc.) and Oversee sorting and distribution of incoming mail
- ✓ Answer the phone, take messages, and redirect calls to appropriate offices.
- ✓ Organize and maintain files and records; update when necessary
- ✓ Create and maintain updated documents and spreadsheets
- ✓ Operate office equipment, such as photocopier, printers, etc.

Raj Cleanwel EXIM Pvt. Ltd.

Duration: From September 2017 to October 2019

Raj Cleanwel Exim Pvt. Ltd... Is manufacturer & Exporter of household cleaning products like Steel Scrubber, Scrub Pad, Body Scrub, clothe Rope, grass broom, floor wiper, toilet brush ,cloth brush, cotton mops , PVA Mops, spin mop etc. We have Super stockiest, Distributor, Dealers in all our India. Our Company Established in 2001. Our registered brand name is "Shagun".We have premium quality of household cleaning products & ISO Certified also. We have latest tools & machines.

Senior Sales Coordinator + HR – PAN India Sales Team / Front Office Executive :-

- Assist VP of Company and Overall per day Direct Reporting to the Director.
- Launch New Schemes for Growing Sales Market.
- Co-ordinate with sales team on daily basis , provide dates as per requirement, help them achieving their targets.
- Devised measurable and observable steps to achieving operational outcomes.
- Provide Sample Kit, Catalogue, and Visiting Cards & ID Card to Sales Team.
- Held monthly task completion contests to encourage staff.
- Managing recruiting, objectives setting, coaching and performance monitoring of sales representatives.
- Achieve growth and hit sales targets by successfully managing the sales team.
- Present sales, expenses reports and realistic forecasts to the management team.
- Sales team expense verification and submit to Accounts Team
- Conducting monthly meeting with pan India Team.
- Handling Petty Cash Account.
- Handling Tour Bills, expenses +Salary of Pan India Sales Team.
- Maintaining all important files / records.
- Build and promote strong, long-lasting customer relationships by partnering

- With them and understanding their needs.
- Tracking Distributor wise / dealer wise/ Sales Person wise Targets vs. Achievement.
Calling on Sales Person DSR's on daily basis and report to Managing Director.
- Identify emerging markets and market shifts while being fully aware of new products and competition status.
- Motivating and advising their reps to improve their performance, as well as hiring and training new sales representatives.

Basic Strengths:

- Manage Reporting in proper manner.
- Customer Follow up
- Making Quotation & PI
- Super Stockiest / Distributor & Client Relations
- Maintain Client Data in MIS Office
- Market activity follow up from SS/ Distributors & Retailers
- Mark Attendance as per day reporting of Sales Officer
- Prepare Expense & Salary as per Reports & TMS App
- Customer Orientation and Support.

JSB Cargo and Freight Forwarder Pvt Ltd

Duration: From February 2014 to August 2017

TONDAK GROUP of Companies is a very reputed entity, with diversified interests in the field of Supply Chain Management & Logistics, Medical Support, Information Technology, Base Metals, Courier Industry, Real estate and Lentils Manufactures.

JSB Cargo and Freight Forwarder Pvt Ltd, the Logistics arm of the Tondak Group of Companies, had carved a niche for itself in the highly critical and time - sensitive Premium Freight segment comprising of Railway & Air Freight, for more than 20 years !

Job Responsibilities: (Manager – Operations)

- Developing new processes and improving the existing ones at the branch level.
- Handling the overall activities of Inward/Outbound operations.
- All monthly reports has to be maintained as per given format by Branch Team.
- End to End process and appointment of Business Associate and Franchise within the parameter of Company Policy on Pan India Basis and achieve target assigned and given by management.
- Identify and explore opportunities with existing and new Vendors for future growth.
- Negotiating terms of business, including any variations in price, delivery and specifications, Ensuring all is communicated through correct channels internally and externally.
- Ensuring on time connectivity of outgoing consignments, analyzing fleet utilization / fleet Performance.
- Monitoring Timing schedule of the line haul and Local feeder vehicle.
- Follow up for improvement of Service level.
- Providing potential vendors with quotations where required after discussing any cost implications Of new business.

Basic Strengths:

- Distribution Management (SURAFCE /TRAIN/AIR)
- Cost Containment and Reduction
- Vendor Consolidation
- Vendor & Client Relations
- Project Management

Professional Qualification:

- M.Com from IGNOU, Delhi (2018) with II Division.
- B.Com from Delhi University, Delhi (2016) with II Division.
- 12th Pass from CBSE, Delhi (2013)
- 10th Pass from CBSE, Delhi (2011)

Computer Knowledge:

- Internet and additional office
- E-Commerce Business knowledge via Amazon, Flipcart.
- Diploma in Multi Skill Development form F-Tech (Kamla Nagar)

Personal Details:

Husband Name : Mr. Naveen Singh
Date of Birth : 23rd Feb 1996
Permanent Add : H.No.150-H Pocket A-2 Mayur Vihar Phase-3, Delhi – 96
Marital Status : Married
Language Known : Hindi, English
Mobile No : +91-7838005944

Declaration

I hereby declare that each and every information depicted in the above document is true and correct
Unto the best of my knowledge, and can be supported by documentary evidence whenever required.
Further I have never been convicted by any court of law, and have no such proceedings pending.

Place : Delhi -

Date :

(Neha)