

CURRICULAM VITAE

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Sonia Sharma

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CARRIER OBJECTIVE:

Aspiring to work with a reputed organization. I further look forward to positions of my responsibilities. A challenging position in an organization where I can enhance my competitive skills in conjunction with the Company's goal and to work to the best of my caliber and capability.

PROFESSIONAL SUMMARY

- A competent professional with over 13 years experience in the areas of Operations/Coordination/Customer Support/Sales & Billing.
- Presently **M/s Furmats Marketing Pvt. Ltd.** as Assistant Sales Manager & Office Coordinator in Delhi office
- An effective communicator with excellent relationship building & interpersonal skills.
- Well Versed with ERP Working Solutions.

Skills & Expertise

1. TRANSPORTATION.
2. VENDOR MANAGEMENT.
3. GOOD KNOWLEDGE OF EXCEL.
4. OPERATIONS MANAGEMENT.
5. MICROSOFT OFFICE.
6. TALLY
7. ACCOUNTS HANDLING

WORK EXPERIENCE:

Organization	Duration	Designation
N.E.C.C. LTD	29 NOV.2009 - MAY 2014	Back Office Executive
DRS DILIP ROADLINES PVT. LTD.	JUNE 2014 - Oct 2014	Parcel Coordinator
Furmats Marketing Pvt. Ltd	Nov.2014 -Sep. 2021	Assistant Sales Manager

Energy Serves India
(Group Company Of Furmats)

Aug.2025- Present Sr. Executive Accounts Cum Admin

Responsibilities:

Presently Working As a Assistant Sales Manager with **Furmats Marketing Pvt. Ltd.** in Delhi. Handle all activity like customers Enquiry offer order management, material dispatch ,billing, Way bill Manage all customer & vendor accounts in tally, transportation, customer enquiries, & manage stock Customer Support.

Previous Experience:

To handle operations in H.O as a Sr.Executive. Managing all the aspects of operations. Manage various operational works in H.o. Like-Co-coordinating with all branches, daily wise booking, tracking, shipment, delivery status, pod status, billing status. Party survey approval work & send approval to branches, making consignor & consignee, open billing and maintain MIS through all branches etc. provide rate quotations to party and take care of shipment' s maintain the shipment status of client which is required on the daily basis .& Cross verifications. Providing daily vehicle tracking status mail some important clients in morning (Sending all shipment status to Clients)

Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction with the product and the service norms.

An effective communicator with excellent relationship building & interpersonal skills.

Business Mapping – market and customer wise

Rate finalization for Transportations.

Providing the best direction to all branches for the best transpiration services to our customer and for better logistics services.

Providing MIS to Key Customers. Take the material delivery confirmation from unloading Point site engineers

Monitoring Day to day arrangement of Lorries for the branch to ensure business target. Maximizing customer satisfaction matrices by providing pre & post information of transportation and the perfect delivery information of material at site.

Checking Pod for notice like any remark damages material delivery, late delivery, loading unloading extra charge which we have not taken the approval from the party

ACADEMIC QUALIFICATION

Year	Qualification	Institution
2009	B.A	DELHI UNIVERSITY
2008	10+2	C.B.S.E. BOARD
2006	10 th	C.B.S.E. BOARD

SELF ASSESSMENT

NATURE: Dynamic, Straight forward, Creative, Practical & Responsible.

STRENGTH: To explore Personal Vision, Commitment to Team Work, Hard Work, Goal – Oriented.

TECHNICAL SKILLS

- Operating System & Application
- Computers – Window, MS OFFICE (MS Word, MS Excel)
- Well versed with ERP Working solutions.
- Internet & E-Mail.
- One Year Diploma In Office Management Computer Course.

PERSONAL PROFILE

Name	:	SONIA SHARMA
Husband Name	:	Mr. Manish Chheepa
Date of Birth	:	01. JAN. 1990
Gender	:	FEMALE.
Languages Known	:	English, Hindi.
Nationality	:	Indian.
Marital Status	:	MARRIED

Declaration

I hereby affirm that the information furnished above each true to best of my knowledge and belief. I will provide any other information that will be required.

SONIA SHARMA