



RESHMA KUMARI

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E-Mail: reshmakumari63@gmail.com

Holding UAE driving License

SKILLS SET

Customer Service,
Organizational Development,
Sales & Marketing Support,
Leadership Development,
Administration Skills,
Cross-Cultural Communication,
Invoice Handling,
Team Player,
Customer Accounts & payment follow up.
Off page-SEO

ACADEMIC DETAILS

B.com from Rajasthan University with 69%
in 2012

Passed +2 examination (Commerce)
from Rajasthan Board with 72% in 2009
Passed 10th from U.P. Board with 72% in
2007

IT SKILLS

Proficient in MS Office (Excel, Word and
PowerPoint) and Internet Applications

CERTIFICATIONS

The Fundamentals of Digital Marketing
online from Google Digital Garage in 2020

PERSONAL DETAILS

Date of Birth: 30/12/1991
Languages Known: Hindi & English
Location: Dubai
Passport No.: T2444921
Visa Status: On Visit Visa
Valid Status: Dec. 2021

Sales & Marketing, Customer Service & Tele Sales Executive

A quick learner, self- motivated, result oriented professional with demonstrated abilities in management, with effective cross-cultural communications. Seeking a challenging position with a dynamic organization that welcomes initiative, dedication and demands excellence in consistently meeting business objectives and exceeding standards.

CORE COMPETENCIES

- **Excellent Communication Skills** - Ability to communicate clearly with individuals of different nationalities, through interactions during mystery shopping visits as well as university projects.
- **Analytical Skills** - Compiled detailed analytical reports on various companies as part of university projects an assignment task.
- **Quick- Learner:** Good leadership, organizational, oral/ written communication interpersonal analytical and problem resolution skills, thrives in both independent and collaborated with a work environment.
- **Corporate Relations / Client Servicing:** Managing all matters with a high standard of professionalism, high attention to detail and confidentiality.
- **Problem Solver:** Ability to effectively manage conflicting priorities. Strong analytical and problem-solving ability.

WORK EXPERIENCE

SmartCare Anyalytica Pvt. Ltd., India

Executive - Tele Sales & Marketing

March 2021 to September 2021

- Working as a Tele Sales & Marketing, reporting to Regional Sales Head.
- Generating promising leads for the field sales team for client conversion.
- Calling existing and potential customers to persuade them to purchase company's products and services.
- Managing customer accounts by ensuring that existing customers remain satisfied with company products and services.
- Developing in-depth knowledge of customer products and services to make suitable recommendations based on customers' needs and preferences.
- Developing and sustaining solid relationships with customers to encourage repeat business.
- Enter and update customer information in the database.
- Keep records of calls and sales & note useful information.
- Initial App and software testing and recommend changes in align with IT Team.
- Handling Social Media Platforms of company.

Vivanta Furnishing Fabrics, Dubai, UAE

Sales Coordinator

April 2014 to June 2019

- Working as a Sales Coordinator, reporting to Sales Manager.
- Developed and sustained relationships with potential and existing clients by coordinating professional meetings and providing effective administrative support.
- Works as a liaison between sales representative and customer service to resolve customer order issues and complaints.
- Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
- Coordinate and execute large marketing mailers and distribute marketing materials and catalogues as needed.
- Coordinate traded shows: Finalize arrangements i.e. payments, materials, catalogues.
- Managing all the sales related activity of the company.
- Responding to sales queries via phone, e-mail and in writing.
- Contacting potential customers to arrange appointments.
- Met with customers on and off company premises for discussions.
- Effectively communicating with customers in a professional and friendly manner.
- Ordering and ensuring the delivery of goods to customers.
- Resolving any sales related issues with customers.
- Making follow-up calls to confirm sales orders or delivery dates.

York Furnishing Textiles FZT, Dubai, UAE

Indoor Sales Executive

January 2013 to April 2014

- Working as an Indoor Sales Executive, reporting to HOD.
- Greet the walk-in's customers, communicate with them, and understand customer need.
- Display the best suitable product to the customer with different range of prices.
- Convince the customer to buy our company products.
- Generate the invoice of the good purchased by the customer.
- Handover the daily transaction cash to the accounts department.
- Using the innovative methods to boost the sales.
- Reply the emails of the customer's queries and questions.
- Taking the proper care of delivery of customers good at proper place and time.
- Handle customer complaints and satisfied the customer by taking correct steps.
- Give good customer service to the customer and maintain the client relationship.
- Responsible to answer Incoming calls of the Customers.

Nexpider, Jaipur, India

SEO Team Leader

April 2010 to November 2011

- Worked as a SEO Team Leader, reporting to the Manager.
- Planning and implementing powerful link building strategies to increase each client's link popularity and gain visibility on major search engines.
- Auditing title tags and Meta data on a regular basis for search engine optimization compliance.
- Working with the development team to analyze site code and provide recommendations based on SEO best practices.
- Conducting competitive market research for each client to identify opportunities for increasing their online visibility.

DECLARATION:

I hereby declare that the above particulars furnished by me are true to the best of my knowledge and belief. I believe my above accomplishments should ideally prove successful to your organization. It shall be my pleasure and endeavor to prove my accomplishments. If given an opportunity.