

# UMESH JASHNANI

SALES CORDINATOR/ CUSTOMER CARE EXECUTIVE



## CONTACT

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Bur Dubai , Dubai, 52740, United Arab Emirates

## SKILLS

Conflict Resolution

Sales Operations

Strong Presentation

Order Processing

Cold Calling

Effective Communication

Customer Driven Responsiveness

Friendly Disposition

Data Entry

Team Work

Documents Handling

Pricing

Negotiation

## EDUCATION

Bachelors of Business Administration

Sikkim Manipal University, Dubai-2017

## ABOUT ME

Dedicated and hardworking individual with over five years of professional experience in service industry, seeking to join organization to go above and beyond customers expectations.

## WORK EXPERIENCE

**CUSTOMER CARE EXECUTIVE/SALES COORDINATOR, SKYCOM COURIER EXPRESS, Dubai**

Jun 2015 – Present

- Contacting existing and new clients and converting them into prospective customers.
- Explaining customers shipping policies and providing them best rates.
- Coordinating with accounts department for pending payments and follow up with respective clients.
- Assisting new clients for opening of prepaid accounts and providing them with account details.
- Act as the primary point of contact for clients and providing them after sale service.
- Managing large amounts of incoming calls and customer inquiries.
- Assisting clients with quotation for export shipment and informing them about required shipping documents.
- To coordinate with operations department for shipment pick up and deliveries.
- Verifying KYC documents and other shipping documents are in order for successful dispatch of shipment
- Generating monthly reports on export shipments.
- Monitoring all export shipments and assisting clients with required shipping documents.

**TELECALLER AGENT, EMPOST COURIER, Dubai**

Jun 2014 - Jun 2015

- Calling customer to acquire delivery location of debit cards.
- Completing target of 500 calls per day in professional manner.
- Ensuring customer delivery details are accurate.
- Assuring efficient document delivery.
- Updating caller's information in system to avoid third party deliveries.
- Ensuring customers are holding valid ID to receive the deliveries.

High school diploma, Atlas  
Educational Institute, Dubai  
2012

National Institute of  
open Schooling (NIOS)

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## LANGUAGES

- English
  - Hindi
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**DEBIT CARD DISPATCHER, BANK OF BARODA, Dubai**  
Nov 2013 - Apr 2014

- Packing debit card in safe manner along with brochures.
  - Ensure debit cards are in proper count before handing over to courier.
  - Preparing daily delivery reports.
  - Handing debit cards to courier service for delivery to prospective customers.
  - Ensuring stationery is available when ever required and placing order of stationeries as per management requirement.
  - Preparing reports in Excel of Debit Cards being printed and dispatched.
  - Ensuring debit cards are in proper conditions and reporting any error to management.
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## PERSONAL DETAILS

Date of birth: 08 September 1993

Nationality: Indian

Visa status: Visit Visa

Marital status: Single