

UMESH JASHNANI

SALES COORDINATOR/ 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)

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