

Manpreet Kaur

Mobile: 00971551199364

Mail: nahal.manpreet9@gmail.com

To attain the challenging position from where I can regulate the multifunction of the company and can prove my efficiency.

Professional Profile:

- ❖ Professionally Qualified with Bachelors Degree in Commerce.
- ❖ Motivated and Focus Multi-tasking Person
- ❖ Proven Relationship Management Skills
- ❖ Advanced skills of MS-EXCEL, ERP, SAP, WMS, CRM.
- ❖ Generate and distribute management reports in accurate and timely manner, preparing quotations, invoices and raised the purchase orders for ERP system.
- ❖ Provide recommendations to update current MIS to improve reporting efficiency and consistency.

Career:

Markai Commercial
Direct Sales (April 2022– Till Date)

- Place phone calls to potential customers to educate them on services and products offered by the company.
- Visited clients are on-site to give benefit-oriented sales presentations.
- Contacted satisfied customers to offer additional services.
- Expanded customer relationships by maintaining a regular follow-up process and building rapport with each customer.
- Worked closely with management to strategize sales techniques to increase branch production and customer service.
- Maximized on sales behaviors to increase individual consumer, business, and lending goals.
- Consistently recognized as top performer with balanced production in the district.

QUANTUM DIRECT COMMERCIAL BROKERS LLC
Direct Sales (August 2021– March 2022)

- Place phone calls to potential customers to educate them on services and products offered by the company.
- Visited clients are on-site to give benefit-oriented sales presentations.
- Contacted satisfied customers to offer additional services.
- Presented the latest merchandise to prospective buyers.
- Resolve customer concern promptly to maintain satisfaction.

- Answer phone calls from customers with inquiries or complaints and resolve the issue as quickly as possible
- Placed sales phone calls and answered customer calls
- Answered internal or external calls in a friendly, professional, and caring manner which brings a reward in making someone else's day brighter.
- Assisted people and finding a solution to their problem, even to the extent of initiating conference calls with a third-party for resolution.
- Ordered new personal and business credit cards and process card related changes and requests, including promotional campaigns offered semi-annually.
- Established priorities and work independently in a structured and pleasant work environment.
- Covered for the Debit Card and ACH Specialists in their absence, by learning their tasks and understanding and following their procedures.
- Utilized strong written and verbal communication skills by phone, email, or letter, in a timely manner.
- Assisted manager with card-related projects and implementations

AZIZI DEVELOPMENTS– Dubai, United Arab Emirates Sales Admin (February 2018– October 2018)

- Processing a high volume of product orders.
- Processing invoices for all sales transactions
- Checking prices and contracts are up to date.
- Reporting monthly sales results to the sales team.
- Supporting the sales Team with general operations to help reach the team's objectives.
- Taking phone calls from customers.
- Dealing with and responding to high volumes of emails.
- Administrators check the order to ensure that customers have entered correct details, such as prices, discounts or product numbers.
- Sales administrators provide support for sales representatives when they are away from the office.
- Sales administrators maintain records of sales and compare them with targets to help sales managers and representatives monitor the team's progress.

VIS Exhibitions & Conferences Contact Centre Agent (January 2017 – January 2018) (Temporary Profile)

- Place phone calls to potential customers to educate them on services and products offered by the company.
- Registering customer for upcoming Exhibitions and Conferences.
- Answer phone calls from customers with inquiries and resolve the issue as quickly as possible.
- Working on CRM, Word and Excel for maintaining company data for future references.

Consulting Engineering Group
Customer Service Representative (July 2015 to August 2016)

- Maintaining full documentation relating to company, employee and customer.
- Handling customer inquiries, complaints, billings questions and payment extension/service request.
- Recruitment and training of new staff as per company standards.
- Complete coordination on corporate events.
- Maintaining customer database in in-house CRM software. Updating system on timely basis with daily transactions.
- Handling customer queries face to face, over the phone or via correspondence as and when required.
- Handling bank and accounts relating tasks.
- Handling accounts receivables, account payables and daily transactions.
- Maintaining full records of pre and post servicing of clients.
- In charges of company expenses and recording in reports.

Vodafone-(British multinational telecommunication company)
Senior MIS Analyst/Procurement Analyst coordinator (July-2013-June-2015)

- Manage the status of accounts, balances and identify inconsistencies.
- Experience of working in agencies that deal with large scale printing, hoardings and outdoor signages.
- Support internal teams with marketing, production, and delivery requirements
- monitoring of the quality and identifying and rectifying any issues that are noticed.
- Liaise with procurement department for sourcing our quotations
- Knowledge of the printing process and production techniques
- Perform data analysis for generating reports on periodic basis.
- Develop MIS system for customer management and internal communication.
- Provide stronger reporting and analytical information system to management team.
- Generate both periodic and hoc reports as needed.
- Understand customer problems and provide appropriate technical solution.
- Participate in cross-functional meetings to resolve recurring customer issues.
- Assist with organization of all internal and external corporate Events.
- Provide and explain price detail information to internal management and the customer
- Proactively manage and respond to the growing needs of our organisation.
- Develop MIS documentation to allow for smooth operations and easy system maintenance.
- Physical Materials Handling including Receiving Materials, Opening Boxes, Documentation and Placing on the Shelf
- Materials Issues and Returns
- Physical Materials Count / Stock Taking.
- Performing warehouse inventory controls and keeping quality standards high for audits
- Storing materials, picking, packing and binning orders.
- Processing of Electronic Materials Transaction
- Preparing and completing warehouse requisitions for delivery or issuance as per end users schedule

Vodafone-(British multinational telecommunication company)
Customer service representative (Nov-2010-july 2013)

- Manage a high-volume workload within a deadline –driven environment.
- Manage large amount of incoming calls.
- Identify and assess customer's needs to achieve satisfaction.
- Provide stronger reporting and analytical information system to management team.
- Attend inquiry regarding products & services

- Handling corporate account, raising quote and supporting company sales.
- Handling account receivable from customer and corporates.
- Provide and explain price detail information to internal management and the customer
- Submitting daily, monthly and yearly reports.
- Manage administration and customer database

Vodafone-(British multinational telecommunication company)
Telesales Executive (April 2007-Nov 2010)

- Place phone calls to potential customers to educate them on services and products offered by the company.
- Attend meeting to learn about new products and services or changes in current ones.
- Answer phone calls from customers with inquiries or complaints and resolve the issue as quickly as possible.
- Selling a range of products and services, to both new and existing clients.
- Conveying technical information to customers.
- Booking appointment for sales representatives to visit potential customers.
- Using Word & Excel to write reports and create invoices.

SCHOLASTICS

- B.com

TECHNICAL QUALIFICATION

- Microsoft office: Ms-excel, MS access
- CRM , BSCS
- RMS, SAP, ERP,SAP

EXTRAMURAL ENGAGEMENTS

- Promoted from Customer service executive to senior MIS Analyst.