

# Palak Garg

Chawri Bazar Delhi -110006

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Experienced Customer Service & Sales Coordinator with 5+ years in managing interactions, coordinating sales, and enhancing client satisfaction. Skilled in multitasking, professionalism, and personalized service to elevate customer experience and support sales teams efficiently.

## Professional Experience

**Reliance SMSL Private Limited**

04/20 - 04/23

**Outbound Sales Advisor**

- Manage outbound calls
- convince and retain the existing customers of jio fiber
- Identify & Assess Customer needs to achieve satisfaction
- Build sustainable relationships and trust with customers
- providing services related resolutions
- Convince customers to get recharged and make the payment for Jio fiber Postpaid bill
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**Om Trax Packaging Solutions**

04/23 - 07/24

**Sales Coordinator**

co-ordinate with client and with the sales team by call or mailing and submit quotation for relocation

- Coordinate and manage the end-to-end operational activities related to NVOCC shipments, including documentation, booking, cargo handling, and delivery.
- Liaise with various stakeholders, including slot operators, agents, freight forwarders, Port Terminal/ ICD/ Yard and customers, to ensure smooth and timely execution of shipments.
- Submission of Documents (i.e. IAL/ EAL/ Load list etc to Vessel Operators) as per requirement of Terminal Agent.
- Communicate with customers to provide shipment updates, resolve inquiries, and address any operational issues that may arise.
- Collaborate with internal teams, such as sales, customer service, and finance, to ensure seamless coordination and customer satisfaction.
- Coordinate with customers and ensure timely pickup of containers and delivery.

## Education

**C.B.S.E Board**

03/14 - 03/15

**10th - 49%**

**C.B.S.E Board**

03/16 - 03/17

**12th - 69%**

**Delhi University**

03/18 - 09/21

**B.A - 627/1200**

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## Personal Details

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- Status : Single
- Dob : 15/11/1998
- Category : General
- Father Name : Ajay Garg

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## Key Skills

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- Management (CRM)
- Sales Support
- Communication skills
- Problem Solving
- Time management
- Product knowledge
- Adaptability
- Attention to details
- Team coordination
- Data analysis

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## Interests

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- Professional development
- Art
- Travelling
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