Mamta Tansukhdas Shah

C-401, Ishwarcharan Complex,

Opp. Lotus School, Jodhpur Gam

Satellite, Ahmedabad

Mob: 91- 94294 58163

Email: mamtashah2291@gmail.com

**Objective:**

Seeking a long term opportunity in a corporate where I can contribute my besttowards organization and individual growth.

**Work Experience**

* **Jay Infochem Pvt. Ltd, Ahmedabad (**[**www.globalchemicalprice.com**](http://www.globalchemicalprice.com)**)**
* **Title:** Customer Care Executive
* **Reporting to**: Operation Manager
* **Duration**: Sep-2013 till Date
* **Job Description**
  + Generating prospect’s database from various sources
  + Approaching them over phone and email; pitching them our services and benefits
  + Convincing, Negotiating and closing the orders.
  + Follow up for PO and payment; sending invoice and contract agreement
  + Handing the queries and ensuring services gets delivered as per the expectations.
  + Updating clients about Promotional offers over phone, email and SMS.
  + Notifying clients about due renewal and retaining them.
* **Academic Background**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. No. | Qualification | Year of Passing | Percentage/CPI | University |
| 1 | MBA | 2013 | 7.78 | GTU |
| 2 | T.Y. – B.B.A. | 2011 | 72% | HNGU |
| 3 | S.Y. – B.B.A. | 2010 | 68% | HNGU |
| 4 | F.Y. – B.B.A. | 2009 | 60% | HNGU |
| 5 | H.S.C | 2008 | 71.71% | GSEB |
| 6 | S.S.C | 2006 | 75% | GSEB |

**Organizational Projects Undertaken:**

* **Kotak Mahindra Bank Ltd.**
  + Project Title: Consumer satisfaction of Kotak Mahindra Bank.
* **Bennett Colman Co. Pvt. Ltd., Ahmadabad.**
  + Project Title: Effectiveness of Times of India newspaper to compare with the other newspapers.
* **Sonata Tiles Pvt. Ltd,Himatnagar.**
  + Project Title: Sonata Tiles –Company overview and understanding their operations.

**Academic Projects Undertaken:**

* An Analysis of Investor’sPerception towards Mutual Fund Schemes.
* Export & Import Opportunity between India & Belgium for Dairy industry.

**Computer Skill**

* Microsoft Office
* Internet
* Basic operating tasks related to computer

**Personal Strength**

* Self Confidence
* Enthusiastic
* Positive Attitude

**Personal Details:**

* Birth Date: 02/02/1991
* Sex: Female
* Marital status: Single
* Nationality: Indian
* Language: Guajarati, Hindi, English
* Hobbies: Playing games, Dancing

**References:**

Would be provided based on request.

**Declaration:**

I hereby declare that all above information are right and up to date as per my knowledge.

**Mamta Shah.**