

LAXMI KHANCHANDANI

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Personnel Summary

- ⇒ A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new services, solutions and ideas.
- ⇒ Delivered dramatic breakthrough improvements towards operational excellence by leading organizations to adopt business processes improvement techniques.
- ⇒ Adept in supporting and sustaining a positive work environment that fosters team performance with strong communication and relationship management skills.
- ⇒ Proficient in developing and negotiating with customer.
- ⇒ Adept at maintaining cordial relationship with customers, ensuring quality and service norms to achieve customer satisfaction and business retention.
- ⇒ Effective communicator with excellent relationship management & negotiation skills; possess a flexible & result oriented attitude with analytical skills.
- ⇒ Having experience of working on various portals.

Core Competencies

Customer Service

- ⇒ Proficient in ensuring high quality services, resulting in customer delight & optimum resource utilization for maximum service quality.
- ⇒ Possess expertise in resolving customer complaints grievances thereby enhancing customer delight.
- ⇒ Insightful knowledge of business process analysis and design , process rationalization, cost control, capacity planning, performance measurement and quality
- ⇒ Demonstrated excellence in overcoming complex challenges and make high-stake decisions using experience-backed judgment, strong work ethic, and irreproachable integrity.

Client Relationship Management

- ⇒ Maintaining cordial relations with customers to sustain of the profitability the business.
- ⇒ Building & maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction by achieving delivery & quality norm.

Technical Skills

- ⇒ Problem Solving
- ⇒ Systems Thinking
- ⇒ Strategy Execution & Leadership
- ⇒ Innovative Approaches
- ⇒ People Management Skills
- ⇒ Relationship Building & Interpersonal Skills
- ⇒ Analytical & Problem Solving Abilities
- ⇒ Idea-Led Thinking
- ⇒ Command over Excel and Microsoft office
- ⇒ Excellent verbal and written communication skills

Employment Profile

Worked from APRIL - 2015 - OCT- 2018 with QX Pvt India limited, Ahmedabad

Worked as a customer service coordinator and responsibilities as follows:-

- Chasing/ Updating/ Maintaining the documents whenever required.
- Client coordination.
- Job posting in companies software.
- References Chasing in different Hospitals.
- Assisting candidates with compliance process, Solving queries, Suggestions.
- Maintaing monthly and quarterly reports

Worked from June 2012 to January 2014 with Agarwal Packers & Movers. Ltd., Mumbai

Working as a International Move Coordinator and responsible for handling following responsibilities:

- Co-ordination with international clients to explain the import & export customs rules and procedure for moving of household and personal effects.
- Co-ordination with international coordinators.
- Deal with Custom House Agent for the purpose of Custom Clearance of Import shipment and sending the export shipments.
- Responsible for documentation work from the client for custom clearance in Import and Export shipments.
- Arrange for the delivery of the shipment to client's place after custom clearance.
- Organize with the operation department for delivery of the shipment in proper time and provide the efficient service while delivery and unpacking.

Oct 10 – May 2012 at Allied Pickfords (India) Pvt Ltd, Mumbai

Key Responsibilities:

- Keeping a good working atmosphere in the department
- Responding to customers written communication in the most effective and efficient manner
- Ensuring claims are settled as per the company policy
- Coordination in daily scheduling on jobs for smooth and timely flow process in Domestic & International Sectors
- Ensure all the mail communications are properly answered.
- Reporting for Service Quality to improve the quality response from the customer

June 2009 to Oct 2010 at Megan Impex Pvt ltd, Mumbai

- Responsible to achieve maximum sales.
- Planning on monthly basis for sales development.
- Correspondence with the customer's enquiry.
- Delivering Accurate Product Knowledge to the Customers upto the convincing mark.
- Proactively Selling Products to achieve monthly sale target, Keeping service quality in mind.
- Handling & Updating Stock on Daily basis.
- Ensuring 100% Client Satisfaction.
- Tracking the feedback of the client and making improvement in the store level.

- Great Co-ordination with Staff.

June 2007 to Dec 2007 at Reliance Communications, Mumbai

- Taking Inbound Calls & Provide Accurate Information to the Customer.
- Great Co-ordination with Staff.
- Ensuring 100% Customer Satisfaction.
- Delivering Accurate Product Knowledge to the Customers upto the convincing mark.

Education

Academic Level	Name of the University	Period	Major subjects /Specialization	percentage	Division/grade
Graduation	SNDT ,Matunga	2006-2009	Commerce	47%	Second class
HSC	HK gidwani College	2003-2006	Commerce	50 %	Second Class
SSC	HK Gidwani High School	2003	General	48 %	Second Class

Personal Vitae

Date of Birth (Gender) : 2nd December 1987 (Female)

Permanent Address : G 202 Sun South wind, Marigold circle, Safal parisar road, South Bopal, Ahmedabad.

Languages : Hindi, English, Sindhi.

Relationship Status : Married.

Place : Ahmedabad