

MEENAKSHI CHAUHAN

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📍 Gurgaon, Haryana 122001

SKILLS

- Software Skills:-
- MS Office, MS excel, Windows, Oracle and other Internet enabled facilities.
- Key Skills and Competencies:-
- Proven ability to work under the pressure and to meet deadlines.
- Customer service
- Problem resolution
- Lead generation
- Call center procedures
- Order processing
- Data entry
- CRM
- Report generation
- Stock and inventory management
- Purchase order management

CERTIFICATIONS

BCA from MDU, Rohtak in 2010.
M.Sc. (Computer Science) from MDU, Rohtak in 2013. MBA (HR & IB) from MDU, Rohtak in 2017.
Academic Qualification:-
Matriculation (10th) from CBSE in 2005. Senior Secondary from CBSE in 2007

PROFESSIONAL SUMMARY

- Resolution-oriented Customer Service Specialist actively and energetically guides customers through purchasing process, makes recommendations and resolves complaints. Builds sustainable customer relationships and researches issues to drive great service.
- Accommodating Customer Service Specialist motivated to maintain customer satisfaction and contribute to company success. Polished in responding to inquiries, cross-selling products or services and resolving issues with enthusiasm and persuasiveness.

WORK HISTORY

CUSTOMER SERVICE SPECIALIST

Welbilt Food Service

Gurgaon, Haryana

April 2017 - Current

- Managing Order Processing and Order validations of Products
- Sharing weekly funnel and billing reports
- Identifying and assessing a client's critical needs
- Identifying short and long term growth opportunities
- Settlement of dealers claims/warranty
- Intimating to dealer about the recent schemes and benefits and helping them to get the best benefits of the business
- Training arrangements of products and services
- Working as a bridge between the dealers and our internal operations and service team so that dealer may get their ordered material asap
- Maintaining dealer's performance reports and categories best on their performance
- Reporting on the current challenges dealer facing in the market and analyzing those challenges and find out solutions and present to the management
- Provide quotation and Proforma Invoice for Distributors and customers
- Coordination with different countries to import the material in India
- Preparing Price List with Profit Margin
- Inventory Management for Spare parts
- Maintaining MIS and billing reports
- Managing order processing in Oracle (for both India and South Asia)
- Dealing with commercial work
- Conducting regular Business Reviews with customers and suppliers
- Follow up with logistics and warehouses to timely dispatch the material
- Placing orders to the factories in different countries on the basis of requirements
- Follow up with Customer and distributors for Purchase orders and payment on weekly basis
- Taking care of the activities pertaining to cheque collection and submission in the account department
- Maintaining dealer's performance reports
- Settlement of dealers claims
- Training arrangements for Distributors and Partners
- Arranging internal monthly meetings with team for brain storming activities and improvement

- Sending Monthly and weekly reports to the Management
- Follow up with factories for Short shipments and damage parts to get the Credit into our account (RMA)
- Issuing spares parts to our Customers on Warranty and FOC.
- Resolved customer inquiries, complaints, and issues providing insightful solutions.
- Facilitated clear communication between distribution centers, carrier companies, and customers to expertly resolve inquiries.
- Resolved product and service issues promptly.
- Handled escalated callers to reach positive outcomes.
- Provided solutions, recommendations and replacements with empathy and positive feedback.
- Recommended packing and shipping methods for return of merchandise or parts.
- Managed time by prioritizing workload and juggling multiple tasks simultaneously.
- Engaged with customers to understand needs, resolve issues, and answer product questions.
- Processed orders and coordinated delivery schedules to meet customer needs
- Met and exceeded daily service quality and performance goals.

Manpower Group services India pvt ltd, Samsung India Electronics Pvt Ltd
Gurgaon
March 2017 - Current

MIS EXECUTIVE, CUSTOMER SERVICE SPECIALIST

Samsung India Electronics Pvt. Ltd, India Pvt
January 2014 - January 2016

- Sector- Samsung head office Gurgaon
- Currently Working with Welbilt Food Service

EDUCATION

MBA: HR AND INTERNATIONAL BUSINESS

MDU, Rohtak
Gurgaon
December 2017

MSC.: MASTER OF COMPUTER SCIENCE

MDU, Rohtak
Gurgaon
December 2013

BCA: BACHELOR IN COMPUTER APPLICATION

MDU, Rohtak
Gurgaon
December 2010