

Ravneet Kaur

Mobile: 9717724741 ~ E-Mail: annie_ghps@hotmail.com

Career Conspectus

- ◆ A **result-oriented professional** with **nearly 8 years** of rich and comprehensive experience in credit control, Customer Relationship Management and Sales.
- ◆ A strategic planner with proficiency in devising strategies for Credit & Sales
- ◆ Competent in streamlining & improving existing systems / processes, envisioning new methodologies, future trends and driving development, direction and accomplishment & sustain a positive environment at work that fosters team performance.

Competencies Overview

Sales:

- Marketing operations with focus on bottom line, by ensuring optimal utilization of resources.
- Identify and develop new streams for revenue growth and maintaining relationships with customers/sellers to achieve repeat/referral business.
- Develop relationship with Key Decision Makers in target organizations for business development.

Credit Control

- Managing and monitoring fresh and delinquent account of collection and establishing terms of payment as well as handling Vendor Management.
- Analyzing the portfolio to enhance its quality to reduce the future risk to business by updating regular feedbacks and handling Agency Network Development for Collections and Recoveries, maintaining co-ordination in Vendors & Company.

Team Management:

- To ensure efficiency in sales, operations and meeting of individual & group targets.

Employment Sketch

Company: Cars24 Financial Services Pvt Ltd.

June'2021 till date

Designation: Assistant Manager – Grievance

Significant Highlights:

- Handling a team of 7 associates in grievance team of Cars24 Financial services pvt ltd.
- Handling the welcome call assistance team of the company – ensuring all repayments, RC, loan insurance, etc initial details are shared on timely basis with the new onboarded customers.
- Handling the team of associates handling grievance tickets received on the CRM. Ensure that correct responses with complete resolutions are given to the customers within defined TAT.
- Handling all escalations received by the company
- Preparing draft response templates for the team to be used
- Involve in improvisation and creation of new processes for smooth functioning of processes across teams.

Company: BPTP LTD.

Jan'2018 to Feb'2020

Designation: Manager – Customer Care

Significant Highlights:

- Handling an area of Faridabad, with 5 vital projects of the company
- Complete ownership of the projects in terms of taking care of walk ins, emails, Co-ordination with the site Managers, RWA of the respective projects
- Taking care of escalated cases across projects of the company, deep diving in understanding the matters & getting the cases resolved.
- Handled transfer cases
- Handling disputed and escalated queries through walk in, emails and calls.
- Preparing daily & monthly MIS with respect to allocation of emails for the whole team.
- Strategic-relationship building, listening patiently & attentively, providing resolutions amicably by finding a common ground of agreement between both the parties.
- Sharing presentation of respective projects with the team for downloading the updates of the projects.

Company: Amazon online distribution Services Pvt Ltd.

April'2017 to July'2017

Designation: Sales Assistant

Significant Highlights:

- North & East India operations work including pre-sales & post sales responsibilities.
- Generating leads for new client on-boarding.
- Complete Order processing for North & East India of gift cards in co-ordination with the central Ops team
- Data entry of all the orders processed in Salesforce on daily basis.
- Processing of Performa Invoice & final invoices.
- Complete coordination with all the clients in invoice processing & order processing.

- Taking care of the billing of all the Channel Partners of North & East India of Gift Cards Category
- Maintaining the daily, weekly & Monthly reports of all the Channel Partners as well as for all other direct clients of Gift cards category.
- Sharing the Performance MIS of North & East Zone on weekly basis with all the Seniors of Gift card Category.

**Company: Snapdeal.com, Delhi
2015**

Feb'2014 till June

Designation: Account Manager, Watches

Significant Highlights:

- Sales Achievements:
 - Drove Category Sales through seller grooming
 - Increased the sales of 9 key sellers by 10x.
 - Started with a sales portfolio of around 80 lakhs & brought that to more than 3cr in last 1year
 - Successfully increased sales of 10 long-tail sellers to more than 20 lakhs a month from a base of 3 Lakhs each.
- Relationship Management:
 - Successfully administered overall performance of sellers.
 - Seller interaction and resolution of their queries of upload, promotion, GSV and other disputes.
- Special Projects:
 - Seller Communication: Conducted webinars for seller's trainings on business growth and new -product listings.
 - Assortment : Drove Watches assortment achievements with team through comprehensive analysis and regular competitor benchmarking
 - Assortment: Played Pivotal role in onboarding Luxury brands such as Rado, Tag Heuer
 - Counterfeit Product Control: Coordinated with Cross functional teams to reduce counterfeit product sale significantly across watches while achieving sales targets.

Company: DHL Express India Pvt Ltd. Chandigarh

Aug'2008 to April'2010

Designation: Credit Control Executive Chandigarh, Punjab & Himachal location

Significant Highlights:

- Identifying and approving service claim cases, slow moving, doubtful and non-recoverable outstanding amounts & facilitating resolution in order to manage, recover claims effectively.
- Responsible for recommendations or decisions on trading conditions (credit limit, billing cycles, payments terms etc) so that the business can accommodate either within established financial parameters, or within acceptable parameters.
- Setting and monitoring of credit limits and credit days in the financial accounting system.
- Customer interaction and resolution of their bill and other disputes.
- Banking of cheques received by customer against freight invoices.
- Over achieved the targets given almost every month during the tenure. Rewarded with high incentives every time for over achieving the collection targets.

EDUCATION CREDENTIALS Graduate in B-com from Delhi University in 2004

- Xth from Guru Harkrishan Public School, New Delhi in 1998.
- XIIth from Guru Harkrishan Public School, New Delhi in 2000.

PERSONAL DOSSIER

Date of Birth: 9 July 1982

Residential Address: H-119, 2nd floor, Lajpat Nagar 1 Delhi

Linguistic Proficiency: English, Hindi and Punjabi

Ravneet Kaur

Dated:

