

PRACHI PRADEEP TAMBE

CRM

CONTACT

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8767782341

Virar, Palghar

EDUCATION

BMS (Finance)

University of Mumbai (2017-18)

HSC (Commerce)

Maharashtra Board (2014 - 15)

SSC

Maharashtra Board (2011- 12)

DOB

9th May 1998 (Unmarried)

SKILLS

•Soft Skills:

Effective Communication Skill
Problem Solving
Multi-tasking

• Hard Skills

MS Office, Advance Excel,
Pivot, V Lookup, H lookup,
Database

LANGUAGE

Marathi, English, Hindi

SUMMARY

Maintain excellent client communication and standards of service with 4+ years of work experience as a sales and CRM coordinator. Skilled in resolving queries and concerns which helps to engage clients.

WORK EXPERIENCE

DTDC EXPRESS LTD CRM

Nov 2021 - Present

- Maintain on going level of engagement with Key Customers
- Managing pan India shipment escalations on a day to day basis
- Ensure MIS reports reach clients on daily basis
- Achieving set shipment closure targets and contribute to development and growth of business performing MBR/QBR
- Heading client relationships with a portfolio of major accounts and to be one point of contact for all the requirements
- Expand the relationship with existing customers by continuously proposing solutions that meet their objectives
- Build trusting relationships with clients and protect the brand by maintain a positive image
- Working on daily MIS
- Grievance resolution by taking follow up from departments

CAN IMAGE MEDIA TECH Sale Coordinator

August 2020 - Oct 2021

- Maintain an ongoing level of engagement with Key Customers
- Build trusting relationships with clients and protect the brand by maintain a positive image
- Working towards monthly and annual targets. Meeting with clients
- Processing orders and coordinating with different departments
- Resolving customers queries quickly and effectively
- Making sales quotations, Outstanding payment follow-ups

MEDI ASSIST TPA PVT LTD CRM

July 2018 - Feb 2020

- Handled Asian Paints Corporate Policy and other corporate policies
- Track and control documents to ensure TAT of claims/cards
- Maintain weekly reports on claims and queries and the TAT
- Grievance resolution by taking follow up from departments
- Tracking up the claims file for & updating to the corporate client till the claim get settled, Escalate issues as per the escalation matrix
- Receive and check claim documents for completeness