

Shruti Chavan Kadam

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Professional Summary:

- Responsible team player and passionate about delivering outstanding quality and service.
- Offering more than 7.5 years of experience in customer service and sales with history of being a good team player.
- Skilled at effective negotiations and up-selling techniques.
- Skilled at understanding customer and employee requests and meeting needs.

Work Experience:

Swift Technocraft PVT LTD - Nov 2021 till Oct 2022

Sales Support Executive - Australia & New Zealand

- Handling customer queries on email and on phone for the hardware and POS machines on company websites (Onlypos, Quickpos and Cables Online)
- Addressing the customer requirements and giving best solutions available
- Processing orders on Magento and WordPress company profile backend
- Handling after sales queries and assisting with suitable solutions with the assistance of technical team
- Analyzing competitor websites in order to maintain costing and stock
- Maintaining good customer and supplier relationship for smooth business operations.

Dentzz Dental Care, SJ Health Care – Sep 2018 to Mar 2020

International Client Coordinator

- Handling in bound and out bound queries for international and domestic clients via telephone and e-mails (Patients for Dental treatment).
- Generating business through giving various treatment options available as per their requirement.
- Aligning their appointments with the centers in India as per their travel plans.
- Communicating with them for pre and post treatment care.
- Getting referrals.
- Maintain the brand value and client relationship.
- Regular follow-ups (Cold calling) for old queries and generating business.

Lodha Group – May 2018 to Jun 2018

Sales Executive

- Handling client visiting the site and looking after the closing part of it as to explanation of the product, layout, discussing the pricing for same and negotiation by understanding the customer needs for buying a house.
- Achieving the targets given by the management for closure.
- Following up with Customer care till further delivery of the flat.

Lodha Group – Mar 2015 to May 2018

Front Desk Executive/ Admin

- To manage the lobby operations - Fiesta service, front-desk, upkeep & cleanliness of the lobby areas by checking the site readiness check list on a daily basis and to take a round of the entire sales office in the Morning before the operations start and to check if there are any H/K, admin related flaws and ensure to get the same rectified or any technical issues like AV, Video-wall, Sample flat issues etc
- To Meet & Greet guests with personalized greetings and make them feel welcome and give the experience with warmth and hospitality by paying attention to all customers -Doorman, Valet, Fiesta service team; all hospitality and service touch points and ensure to be present in the lobby before the customer appointment
- To take a Morning briefing before the operations start with the security team, Fiesta Service team, Valet, and CED team to discuss daily appointments and to provide a list of appointments to the Security and Fiesta service team before the operations start
- Overlook the service staff if they are performing their duties well
- To carry out tasks & set of responsibilities related to "Events" at Lodha Fiorenza
- During events, manage duties, allocation, behavior, work and grooming
- Make sure no important information goes out to any outsource staff member
- Be Innovative and give ideas/suggestions in enhancing customer experience to your reporting Manager
- To give proper attention to the grooming of self, valet, Fiesta and CED team, to be punctual, courteous, helpful, team-player, cheerful, and maintain discipline in all guest areas and maintain ethical behavior
- To assist the team members - be a guiding force to all their professional needs, to plan ahead and ascertain manning on all days by making roster on timely basis, and take ownership for the team
- As Lodha Fiorenza is a "by invite" project, hence when a customer walks in without invitation then the profile needs to be forwarded to the sales manager
- Taking care of the monthly billing related to Sales & Hospitality with reference to all third-party vendors to be processed on SAP portal and forward the same to HO before the deadline.

Jet Airways – Jan 2014 to Dec 2014

Cabin Crew

- Taking care of the safety of the passengers, with well-versed safety knowledge we were trained for and handle situations accordingly.
- To skill fully handle any kind of medical emergency once airborne/on land with the given first aid training.
- Greeting guests on arrival and making sure they find their respective seats and taking care of guests with special needs ensuring they are comfortable and attending to their needs on ground.
- Taking care of safety checks before the flight departs and give a check to the respective zone managers and ensure a safety brief is done during take-off.
- After take-off follow up with the services according to the area of work.
- Ensure the add on request of the guest are met while the service is in process.
- Routine check and post the service is done to ensure the cabin is clean and ready for landing.

Taj Wellington Mews – Jun 2012 to Dec 2013**Front Office Associate**

- Handling guest queries, check-in and check-out physical and on system (Fidelio, Micros and POS)
- Lobby handling (Concierge services, Telephones, Guest complaints)
- Managing the decorum, upkeep and maintenance of the lobby area
- Handling team briefings for shifts with SOP's and grooming points discussed on daily basis.

Intercontinental The Lalit – Apr 2011 to Jan 2012**Guest Service Associate**

- Handling the Board line of the Hotel (Internal and External calls)
- Connecting the same to the concerned department and also assisting with general queries
- Also handling Opera (Hotel software).

The Oberoi – May 2010 to May 2010**Trainee – Apprenticeship**

- Handling the Hostess desk in the Specialty Restaurants of The Oberoi.
- Handling Micros system in The Gourmet shop of the hotel.

Le Royal Meridian – Jan 2010 to Feb 2010**Hostess- Industrial Trainee**

- Completed 1-month Industrial Training in F&B department.

Education:

- Higher Secondary Schooling Certificate – 2009-2010
- Secondary Schooling Certificate – 2006-2007
- Diploma in Aviation & Hospitality Management from Air Hostess Academy, Andheri, Mumbai – 2010

Personal Details:

- Sex: Female
- Marital Status: Married
- Date of Birth: 22nd December, 1991