DEEPALI SEHGAL

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### About Me

5 Years of experience encompassing -

* Client Servicing
* Relationship management
* Maintaining Sales Track
* Ensuring Timely deliverance
* Arranging Management Training

**Professional Summary**

**1. XSEED Education 8th Dec 2014 – 30th Nov2016**

**Xseed education** provides a complete academic solution to more than 3,000 and growing Schools across country and is a leading education innovation company focused on learning and leadership with high-quality Proprietary curriculum, training, and assessment capability**.**

**Designation Senior Operations associate**

**Work Experienc**e **2 Year**

**Job responsibilities**

* Managing customer/client interaction post signing the deal through different mode of communication i.e. calls, emails to ensure complete closure of all customer issues and increasing customer satisfaction.
* Order processing and follow up with warehouse to ensure timely dispatches in high pressure conditions
* Coordinating with other departments – finance and facilities - to address customer related issues for supply chain project.
* Minimize customer escalations and repeat complaints to improve customer satisfaction through pro-active monitoring and management engagement.
* Preparing MIS and dashboards for periodic reviews.
* Worked on an Proprietary application as Red Pen and TAPP App.

**2. Scholastic International 5th Sep, 2011 – 3rd July 2014**

**Scholastic International** is an International Publishing House based in USA with one of its offices in Gurgaon. It is the largest publisher and distributor of children's books in the world with a Global reach, serving customers in 45 languages in more than 150 countries.

**Designation** **Senior International Operations Associate**

**Work Experienc**e **2 Year & 10th months**

**Job responsibilities**

* To understand the requirements of the oversea client and work appropriately to meet their expectations.
* To maintain coordination with the client and the marketing team to accomplish the assignment within the deadline.
* To work closely with the marketing division to process the order as per the client requirements.
* To maintain coordination with Promotion and Distribution division to provide them required assistance and feedback.
* To maintain a close follow up with the team to deliver best services to the client within the deadline period and by analyzing their inputs and feedbacks.
* To maintain a daily Sales and Track report.
* To make sure all the deadlines and targets meet on specified date and time.
* To keep a track on product availability and stock.
* Handle customer inquiry and dealing with customer complaints regarding product and services.

**Technical Competency**

* Proficient in working n a computer enabled environment with sound understanding of Windows 98/2000/XP/Windows 7.
* Good knowledge regarding the usage of Microsoft Outlook 2007/2010 and other Microsoft office software’s.
* Comfortable in the use of Oracle software.
* Comfortable using internet on various browsers like Internet Explorer, Firefox, Google Chrome and Safari.

Academics

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| --- | --- | --- |
| **Year** | **Qualification** | **Institution** |
| 2011 | Political Science(Honors) | Moti Lal NehruCollege, D.U. |
| 2008 | CBSE 10+2 | J.D.Tytler (Delhi) |

**Personal Details**

Date of Birth: 30th Dec 1989

Marital Status: Married

Nationality: Indian

Language: Hindi, English

Hobbies: Cooking & Travelling

Address: Punjabi Bagh. New Delhi.

**Declaration**

I hereby confirm that the information mentioned above is correct and accurate to the best of my knowledge.