**CURRICULAM-VITAE**

**Objective**

To work in a challenging environment where I can acquire knowledge and would be able to explore my abilities and can contribute to achieve organization goals.

**Experiences:-**

* **Area sales manager- Betaorganic cosmetic company (13 nov- 22 dec 2021)**
* **Working area- Tri city.**
* **Retail outlets, wholeseller,.**
* **Delivery.**
* **Promotions.**
* **Payment Collection.**
* **Appoint ss and distributor.**
* **Senior sales executive-in M/S GILL TRADERS (Feb 2016-May 2019)**
* Working Area – Tri City
* Order Purchase
* Delivery
* Payment Collection
* Replacement
* Sundra Secret, Mrigoy La-Pure
* Lingrie - Lovino Form
* **Area Sales Manager-in Zonac Knitting Pvt.Ltd(Bonjour Socks) from Dec 2014 to jan 2016.**
* Working Areas-Tri city, All Himachal.
* Maintain the Follow-ups Of customers, Give resolution to complaints of the customers with in committed time.
* Making Monthly closing reports.
* New Launch promotion activities at retailers point.
* Distribute GWP’s in market time to time.
* Arrange monthly Sales Executive meeting for feedbacks & targets Achievement Activities.

* **Regional Franchise Executive-In Nature’s Essence (Since nov-2013 to november 2014)**
* Maintain makeover activity
* Taking care of 31 counters Of color essence.
* Working Areas- Mohali, , Ludhiana, Amritsar, Chandigarh
* Maintain the Follow-ups Of customers, Give resolution to complaints of the customers with in committed time.
* Making Monthly closing reports
* Provide Time on Time, BA New updates of Products, Training, Grooming
* Maintain Daily online reporting of All the counters.
* **Regional Franchise Executive-In Modi Revlon(Sep15-2012 to August, 2013)**
* Maintain makeover activity
* Taking care of 30 counters Of Revlon Brand.
* Working Areas-All Himachal, Mohali, Kurali, Haryana, Chandigarh
* Maintain the Follow-ups Of customers, Give resolution to complaints of the customers with in committed time.
* Making Monthly closing reports.
* Provide Time on Time, BA New updates of Products, Training, Grooming
* Maintain Daily online reporting of All the counters.

* **Sr. Sales Executive – HP PRINTERS, Retail Outlet (Diksha Computers, Chandigarh),**

**(Feb 2011 – Dec 2011)**

* + Query of walking customer regarding Hp Printers.
* Selling of HP Printers to new customers by informing them about new promotions by tele-calling.
* Helping customers buy the right products.
* Also look after all It Products like – Pen drives, Hp laptops, Hard Disk, Ant viruses, networking products and all types of printers.
* Helping the customers with HP repair and spare services.
* Maintain The followups of A Retail Customer , Channel partners and corporate clients.
* Achieved 100% Target Given By the HP Printers Retail Outlet.
* **Sr. Executive – Tech Mahindra Pvt. Ltd. (Tata Indicom Process)**

**(Jan 2007 – Jan 2010)**

* Handled billing and value add service requests.
* Activation and deactivation of VAS services.
* Analysis of wrong capturing of service request which were generated by the front end Ensuring rectification of service request in turn leading to resolution with the SLA.
* Customer satisfaction by the way of quick resolutions.
* Ensuring adherence to service level agreement (SLA) at all times.
* To maintain very high levels of successful contacts for closures of S.R.
* Customer satisfaction to be achieved as per the targets set.
* Generating and analyzing the detailed analysis of complaints received by tele-calling.

**Achievements**

* Achieved 100% Quality Score for 6 months.
* Two Times received an appreciation certificate from Tata Indicom.
* More than 4 times received the delighted card from Tata Indicom.
* **Computer Skills**
* Complete knowledge of CRM, METASOLV and KENAN.
* Worked on “Kenan” which is a world class Billing system.Got a rich experience in KENAN and can handle any type of query.
* Have knowledge of Excel, Word, and Power Point, Internet.
* **Education**
* B.A. From Punjab University chd.
* +12 from C.B. S.E.
* 10th from P.S.E.B.
* **Language Fluency**
* English.
* Hindi.
* Punjabi.
* **Personal Details**

#924 , Sector 19 Panchkula.

Contact No.8054096782

8th October, 1986 / Married

**E-Mail Id-saritagill08@ymail.com**

**(Sarita Gill.)**