

SHUBHANGI SHANKAR URANKAR

Pavansoot C.H.S, B-201,
Plot # 55, Sector - 21
Kharghar, Navi Mumbai – 410210.
Mobile # 98675-65484

PERSONAL DETAILS

- Date of Birth : 28th May, 1981
- Age : 38 Years
- Religion : Hindu Maratha
- Language Known : Marathi, Hindi & English
- Marital Status : Un-Married
- E-mail : shubhangiurankar28@gmail.com

EDUCATIONAL QUALIFICATION

- Passed SSC from Mumbai Board – 1998
- Passed HSC from SNDT University - 2002

COMPUTER SKILLS

- **OS** : MS Office 2007,
- **Web** : Internet, Intranet & E-mail

CAREER OBJECTIVE:

1. Build good working relationships
2. Understand the needs of business customers
3. Listen to customer requirements and present appropriately to make a sale

WORK EXPERIENCE

Working with MAHINDRA & MAHINDRA - G3 MOTORS LTD.

Since : April 2015 to till date

Job Profile: Reception Hostesses

Job Responsibilities:

1. Communicating courteously with customers by telephone, email, letter and face-to-face
2. Making outbound calls for follow-ups and feedbacks.
3. To build and develop internal as well as external customer relationships.
4. Handling customer complaints or any major incidents.
5. Developing feedback or complaints procedures for internal quality check.
6. Meeting and discussion with related managers to discuss possible improvements to customer service
7. Maintain and update customer databases
8. Delegate and manage excess customer footfall
9. Screening phone calls, enquiries and requests, and handling them when appropriate.
10. Meeting and greeting visitors at all levels of seniority
11. Cold call to arrange meetings with potential customers to prospect for new business

Skills & Proficiencies

1. Customer Service.
2. People Skills.
3. Professionalism.
4. High Energy.
5. Multitask.
6. Thoroughness.
7. Planning.
8. Basic Math.

Place : Mumbai

Date : 1st April 2019

Shubhangi Shankar Urankar