

# **Sandra Crocker**

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**Contact No**

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## **Career Objective:**

To work in an organization where my skills and competence can be used to the maximum, and to constantly update my knowledge, thereby leading to rapid growth along with the organization.

## **EXPERIENCE BIFURCATION**

Organization Name	Field	Division	No. of years
RR DONNELLEY	WRPM (warehouse release and profile management)	Customer support	8

## **Professional Experience and Acheivments**

**Current Company : RR Donnelly - Commercial Print**

**July 18th 2012 : Till Date.**

**Previous Company : Caliber Point**

**Oct 14 2011 : July 2012**

**Designation : Customer Service Rep and Quality Controller, Sr. Travel & Hospitality Executive.**

## **WORK EXPERIENCE:**

- From associate got promoted to customer support representative and Internal Quality Controller.
- Received lots of appreciation e-mails from clients for providing best services.
- Successfully migrated many process from various profiles to the Chennai hub.
- Got awards and recognitions from the organization towards the roles and responsibilities.

- Key contributor in the end to end process of retail management.
- Completed the Certified service professional course.
- Trainer for new joiners. And internal Quality checker.
- Work allocator for the team members.

### **Company Profile:**

RR Donnelley is a company that provides print and related services. It is a Fortune 500 company, with corporate headquarters located in Chicago, Illinois, United States. I have been associated with this organization as Customer Support Representative from Nov 2014 to till date in the field of retail management, Division – Customer Support.

### **Job Description:**

- Logistics end to end process, Business to Customer.
- Customer and/or states side CSRs place their orders through calls and emails.
- The orders are to be keyed in the system application; and confirmation email/call needs to be made.
- Reach out to the customer regarding errors/order holdups.  
Do research on what kind of hold the order has; and work on the follow-up with the customer and/or the stateside CSR to make sure that the order ships.
- Through Emails and overseas calls we resolve the discrepancy occurred in transit by tracking system and the information provided by the customers while placing orders.
- Tracking, invoicing, and raising customer queries to provide them with credit memos.
- Multitasking with various Apps & Tools to save retrieve and update data at different time levels.
- Online data capture from different sources.
- Work allocator for the team members
- Trainer for new joiners. Internal Quality checker.

### **Roles and responsibilities:**

- Creating orders for all commercial print business across USA and other countries.
- Logistics end to end process, Business to Customer.
- Floor support for application related inquiries.
- 5 s spoc in team and implemented many new policies within the team.
- QC for new hires.
- Profile management – creating and maintenance of new and existing customer profiles.
- Constant communication with the customer regarding the orders that needs to be placed.
- Support customers with any trouble regarding their billing and/or shipping.
- Create incidents, raise customer requested complaints, Credit and quality tracking to ensure that the customer needs are satisfied.

### **Educational Qualification:**

- Bachelor of Arts (B.A.Corp .Economics) 2008-2011

Women's Christian College, Chennai -6.

**Percentage (aggregate): 60%**

- Higher Secondary -2006-2008  
Christ Church Anglo Indian-Indian Higher Secondary School, Chennai – 2.

**Percentage (aggregate): 70%**

- S.S.L.C.  
Christ Church Anglo Indian-Indian Higher Secondary School, Chennai – 2.

**Percentage (Aggregate): 55%**

## **PERSONAL PROFILE**

<b>Father's Name</b>	:	Dexter Crocker
<b>Date of Birth</b>	:	14/01/1991
<b>Marital status</b>	:	Married
<b>Nationality</b>	:	Indian
<b>Hobbies</b>	:	Listen to Music, watching TV
<b>Permanent Address</b>	:	#30/36 Venu goapl kovil st, Preambur Chennai – 11.
<b>Languages known</b>	:	English, Tamil.

## **DECLARATION**

Hereby, I declare that the above information furnished by me is true to the best of my knowledge and belief. I assure you that if I am given an opportunity I will execute my work to the fullest satisfaction of my superiors.

**Date:**

**Location: Chennai**

**Sandra Crocker**