

Namita Singh

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#### Profile Snapshot

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- B.A Graduation from School of open Learning 2014-2017
- Currently working with STJ Electronics Pvt Ltd as Senior Marketing Executive (Back office)cum Team Leader(8.8 year experience).
- Very good knowledge of computer skills like Microsoft Word for word processing, Microsoft Excel to create spread sheets, PowerPoint for presentations along with coordination, Documentation, Data analyse, knowledge of ERP database.

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#### Work Experience -Details

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Current Organisation: STJ Electronics Pvt. Ltd.

Current Designation: Senior Marketing Executive (AMC) cum Team Leader.

Duration: April 2013– Present.

**Roles & Responsibilities: .**

- Master use of ERP along with the AMC Conversions.
- Identify sales opportunities over the phone with both new and existing customers.
- 8.8 years above sales, inside sales, sales support related working experience.
- Effective and professional verbal and written communication in English– both with internal and external customers
- Attend all existing Customers and bring them under Annual Maintenance contract (AMC) in time persuading the customers to take up AMC before due dates and for all products sold should be main focus.
- Preparing Documents/Reports after verify all the data send the same through ERP alerts & Emails. Drafting Letters etc. make summary in excel with their product details.
- Taking AMC Work order from existing customer also take the follow up with the customers to get timely payment as per the payment terms along with the required appropriate Documents.
- Review all documents for accuracy and compliance with standards also utilize MS office/excel to manage documentation.
- Raise the Original Bill also send to the customer with the Dispatch Details.
- Keep all the files, samples, documents tools, spares, information ,design data, program files etc. in safe custody.
- Collection of outstanding payments from our customers also another responsibility.
- Handling queries from all over Locations via E-Mails and Telephone, etc. Maintained the daily transactions data in the MS excel sheets. Processed all the require data with the help of the predefined formulae.
- Provide the proper coordination between existing client, Sales representative & Support to remove any discrepancy in the received data or any Technical Support & services.
- Answered to the daily query / complaint mails & give the end solution with the proper coordination with each Departments (Accounts/Cards/SRS/ Support), existing clients & Sales Representative under the organization.
- Connect with the customers for collection of Legal account Documents like LOI, TDS certificate, GST Certificate & NSEZ certificate etc.
- Greater Monitoring /Support for the Sales persons with the value of expected business of AMC. Give the allocations to the Sales persons /Service engineer as per the customer's requirement.

- Operating Computer and Internet, receiving and replying emails.
- Give training to the new employees verbally & power point presentations.
- All efforts (Regular reminders , Ensuring timely dispatch of AMC Proposals)and Tele support to clear their doubts etc. should be done,
- Keep all branches statistics and helping branches and dealers to reach their AMC RENEWAL target by effective coordination & support from Delhi.
- Any other assignments complete according to the company needs.
- Maintain & Develop good working relationship with all sales persons with all persons in support and other technical departments for carrying out work successfully.
- Successful & effective completion of all assignments given with special reverences to efforts put in for collection of payments faster ,resolve the queries of clients on time , create /analyse the customer Data and increasing the sales volume.
- Strong customer service skills for generating sales and leads
- Experience in leading and coaching a team
- Maintains high customer satisfaction ratings that meet company standards.
- Resolving client service escalations matrix and complaints escalation matrix to the customers satisfaction.
- Report back to the business monthly on the performance of the team

#### Academic Credentials

✎ Pursuing MBA from Sikkim Manipal University.

✎ B.A Graduation from School of open learning (Delhi University) with 55 % marks

✎ Office assistant & Account assistant course from The Times of India in 2006 with Second Division.

✎ 12th from R M Arya Girls Senior Secondary School, New Delhi, C.B.S.E. Board in 2006.

✎ 10Th from R M Arya Girls Senior Secondary School, New Delhi, C.B.S.E. Board in 2004

#### Personal Dossier

**NAME** NAMITA SINGH

**FATHER'S NAME** NARAYAN SINGH

**DATE OF BIRTH** 24TH NOVEMBER, 1987

**Address** 486/3 Chandan Vihar West Sant Nagar New Delhi-110084

**Languages Known** English, Hindi

**Marital Status** Single

#### Declaration

I do hereby declare that all the above statements made by me are true & correct to the best of my knowledge & belief.

Namita Singh

DATE:

PLACE: