




SIMRAN RANA

CONTACT

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SKILLS

- Confident communicator
- Service-orientated
- Excellent communication skills
- Active listening
- Dispute resolution
- Results oriented

ACCOMPLISHMENTS

- Implemented new, interactive employee scheduling system to monitor, gauge and project staffing needs.

SUMMARY

EXPERIENCE

June 2021 - Current

Senior Sales Associate *American Logistics Group*, Mohali, India

- Assisted customers with wide selection of products and services.
- Maintained comprehensive brand and product knowledge to maximise sales opportunities and meet set targets.
- Handled incoming calls with professional and knowledgeable telephone manner.
- Encouraged customer loyalty by building positive rapport with regular customers.

March 2020 - April 2021

Sales Associate (Team Leader) *Virtual Oplossing Pvt. Ltd*, Mohali, India

- Exceeded goals through effective prioritisation and consistent work ethic.
- Collaborated with team members to achieve target results.

January 2019 - January 2020

Sales Associate *Teleperformance*, Mohali, India

- Received, processed and organised deliveries within tight deadlines.
- Addressed and resolved complex customer complaints to restore satisfaction and support customer loyalty.

EDUCATION

2023

Masters Computer Applications

Lovely Professional University, Jalandhar

2019

Bachelor of Computer Application

HP University, Solan HP

- [BCA] Graduate