

# SIMRAN RANA

## CONTACT

 Mohali, Punjab 160061

 7018744585

 Simransimu174@gmail.com

## 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