

Rupal Sharma

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Married

B2, First Floor Pandav Nagar Delhi 110092

Professional Summary

To execute my duties and responsibilities in the best possible way with utmost dedication and within a particular time frame. Detailed Director with expertise in regulations, compliance and safety procedures. Reliable and capable of successfully resolving conflicts and complaints. Looking for a new role where honesty and dedication will be highly valued. Responsible EA, passionate about delivering outstanding quality and service. Offering 2 years of experience in industry with a history of recognition for performance. Trustworthy Employee with 2 years of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

Experience

September 2020 - Current

Buniyad Real Estate - New Delhi , India

Sr. Sales Coordinator and EA to Director

- Team Handling
- Understanding requirements of clients
- Maintaining daily, weekly and monthly report of whole branch
- Handling team of 15 people
- Sharing details of the projects with interested Clients on Email and Whatsapp.
- Taking follow up till visiting the site of the projects. And after the visit follow up.
- Taking follow up for the payment.
- Maintain all follow up data as per Demand Letter,ReminderLetter,Pre-Cancellation and Final Cancellation.
- Search the property on Portal on Clients Demand for director clients
- Maintain all the reports related to work and director reminders.
- Handle and support team for closing the deal.
- Look out all the Portal, Collect the leads from there & distribute to all support staff.
- Look out the Campaigns, Emailers for lead generation.
- Experienced in analyzing customer needs and providing suitable advice related to

property.

- Proficient in utilizing customer relationship management systems to input and track customer information.
- Ability to provide exemplary customer service and team handling, team report, team meeting.
- Simultaneously coordinating with various departments within the organization like finance, accounts & business development managers & also outside the organization like clients to keep revenue development and operational plans interconnected and effective. Leveraged meeting minutes to measure progress and accountability.
- Worked with customers to understand needs and provide excellent customer service.
- Updated customers and staff on order status through daily communication via email.
- Issued satisfaction surveys to clients and collated and reported responses within target timescales.
- Answered phone calls, received and resolved complaints to increase customer satisfaction.

January 2020 - September 2020

IndiaMART E-marketing company - Uttar Pradesh , Noida

IndiaMART E-marketing company

- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
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- Produced high-volume orders to effectively meet customer demand.
- Handled 40 inbound calls per day.
- Use tactics aim to tempt a consumer to upgrade to a more expensive version of their intended purchase.
- Provide the right recommendation to the existing clients for Business growth and profit maximization.
- Pitch upper level paid plan the clients to increase their total sale and to introduce customers to options that might better suit their needs.
- Actively listened to customers to fully understand requests and address concerns.
- Engage with customers to better understand needs and deliver excellent service.
- Handled customer concerns and escalated major issues to the supervisor.
- Spoke to customers in multiple languages to resolve problems and answer questions.

December 2018 - January 2020

Bada Business Pvt Ltd - New Delhi , India

BDE

- Handling calls of customer
- Handling team of 5 person
- upselling to the existing clients
- Handle inbound and outbound both calls and do direct selling of the paid package as well as upsell to the paid clients
- Attend Dr. Vivek Bindra Seminar and handling clients as well data collection on the venue
- Pitch premium paid package or program to the Business Man and HNI clients in the event face to face on call as well.
- Maintained advanced product knowledge to ensure customers received accurate information.
- Maintained excellent customer satisfaction by assisting and helping them with any questions, stock queries and complaints.
- Got Trophy of Star Performer of the floor

January 2018 - November 2018

Just Dial Limited - Uttar Pradesh , India

Customer care executive

- Ensured positive customer experience was maintained by monitoring through introduction and customer care calls.
- Maintained extensive knowledge of product range to effectively answer employee and customer queries on product specifications.
- Maintained excellent customer satisfaction by assisting and helping them with any questions, stock queries and complaints.
- Maintained excellent customer relationships by efficiently solving queries, complaints and issues.
- Took ownership of enquiries, effectively handling any customer issues to ensure suitable resolutions for customers.
- Communicated with clients to obtain a better understanding of needs and make recommendations on appropriate products.
- Kept customers accurate and updated information stored on [System] CRM, for organizational, sales and customer care purposes.
- Assisted customers in locating store items by taking them to the item's location and making recommendations on appropriate brands based on needs.

Personality Traits

- Fast and versatile learning capabilities.
- Responsible and self-motivated.

- Innovative and deterministic nature.
- Punctual and disciplined.
- Objectivity, maturity, tolerance, patience, wisdom etc-the opposite of impulsiveness-so as to use the additional responsibility wisely & fairly Vision appreciation of what's needed for the future; how things are changing and how to meet those changes.
- MS word Basics
- MS excel Basics
- Consulting

Education

Graduation

2018

Delhi University Delhi University

B A Economics

Schooling

2015

R S K V No 1 Shakarpur Delhi 110092 Nirman Vihar

12th Accounts

Commerce without Maths, Accounts, Economics, Business, English, Physical Education.

Language Known

Hindi

English

Punjabi