**CURRICULAM VIATE**

**ASHA RAWAT  
A-86a, Palam Extension  
sec -7,Dwarka**

**New Delhi-110077  
Mobile No.-9871465595**

**Email:- asharawat339@ymail.com**

**Professional Summary  
  
Achieve corporate goals to manage and address customer needs, perform sales calls, secure new business and grow current accounts consistently and effectively. Skilled at building and managing key accounts relationship and closing high value contracts who diligently follow up on all leads to drive new business.**

**Technical skills  
Operating system : Windows  
Tools : M-S Office (M-S Word- Excel ,Internet and Outlook)**

**Educational Qualification**

**B.A (Pass) From Delhi University  
XII From C.B.S.E  
X From C.B.S.E**

**Work Experience**

* **Worked with Delhivery Pvt. Ltd as a Associate from August 2016 to May 2017.**

**Job Profile**

**• Responsible to handle Key accounts & key clients of the organizations in and around Pan India.**

**• Clarify Client requirements; probe for and confirm understating of requirement and problem.**

**• Source new sales opportunities through inbound lead follow-up and outbound calling and emails.**

**• Understand customer needs and requirements.**

**• Research account, identify key players and generate interest.**

**•Provide Weekly and monthly report to sales team and delivery organization to provide visibility on pipeline, probable deal etc. for planning and tracking business growth.**

**•Send mailers, proposals and call prospective client.**

**•Direct responsibility for fixing sales meetings with Decision makers in client organizations.**

* **Worked with Snapdeal as a Merchant Relation Officer from July 2014 to May 2016.**

**Job Profile**

**• Responsible for providing training to sellers for processing an order through seller panel and uploading there products.**

**• Handle Sellers inquiries, complaints, billing questions and payment dispute/Payment not received service and requests.**

**• An unwavering commitment to Sellers service, with the ability to build productive relationships, resolve complex issues and win Sellers loyalty.**

**• Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.**

* **Worked with Property Loan Guru as a Customer Relation Officer for six months.**

**Job Profile  
• Generating Leads through outbound calling and follow ups.**

**• Target new client acquisition.**

**• Identify customer requirement & suggesting appropriate products.**

**• Coordinating with various internal and external teams for lead conversion into login.**

**• Reporting status of leads and update in the CRM.**

**• Responsible for Client servicing, data management, MIS Preparation.**

* **Worked with Indiabulls financial Pvt Ltd as a Sr. Customer Sales Representative for 2 years.**

**Job Profile**

**• Maintain good relationships with client so that the business can maximize the value of those relationships.**

**• Identify key accounts at potential client companies to establish and foster a relationship.**

**• Resolve any customer complaints in a prompt and professional manner.**

**• Generate interest in financial products and markets.**

**• Setting up meeting with new clients.**

**• Selling of different type of life insurance policies.**

**• Understand and analyses of customer relationship management in insurance sector.**

**Personal Details :  
  
Father's Name : Mr. U. S Rawat  
  
Date of Birth : 12th JULY, 1984  
  
Marital Status : Single  
  
Gender: FEMALE**

**I here by declare that all the above information is correct up to my knowledge.  
  
Place: .........  
Date: ..........**