

SANDIP CHOTALIYA

Phone : +91-9574757696

E-Mail: sandipchotaliya05@gmail.com

Address: A – 502, Ratnam Flora Apt Jamnagar Road, Rajkot – 360007, Gujarat

PROFILE SUMMARY

- Focused and resourceful individual with nearly 5.5 year of comprehensive experience in **Customer Relationship Management and Team Handling**. Previously associated with Reliance Digital Retail Limited as Customer Relationship Manager.
- Track record of handling Relationship Management of special purpose of Customers' Queries.
- Managing day-to-day administration & store operations while meeting goals & objectives of the company
- Proficient in building & maintaining healthy business relations with potential customers and ensuring high customer satisfaction matrices by achieving delivery & service quality norms
- Out-of-box thinker with proven track record of ensuring processes with Team Handling.
- A forward thinking person with communication, analytical & organizational skills

KEY SKILLS

- | | |
|-------------------------|---------------------------|
| • Customer Relationship | • Relationship Management |
| • Team Handling | • Maintain Records |
| • Customers' Query | • Customers' Support |
| • Coordination | • Documentation |

SOFT SKILLS:

- Time management, Flexible, Problem Solving, Self-Motivated, Adaptive Judgment and Decision Making.

ORGANIZATION EXPERIENCE

February, 2014 – December, 2019 with Reliance Digital Retail Limited, Rajkot as Customer Relationship Manager (Team Leader)

- Handling Customers' queries, feedback & issues and resolve the same
- Arranging demo/installation calls as well as deliveries as per customers' requirements
- Responsible for open the sales orders and co – ordinate with DCs for pending DC deliveries for previous day and Open the RSO and check if there is any cancelled sales order
- Checking with Resq team for any pending installations. Call the customer and inform whether the installation is taking place today
- Preparing track the total no. of deliveries for the say and for any pendency notify the same to customer.
- Updating the DC returns Register and check if any products are pending to be sent back to DC
- Updating the Grab & Go returns register. Arrange to send the defectives to the service center if any and arrange to pick the same.
- Ensuring confirmation of advance booking Sales/cheque Clearance done and details sent to DC
- Maintaining Complaint registers & get resolutions, follow up on priority
- Handling Happy calling – Calling up customers & getting feedback after installation
- Checking the pending Gift register.
- Calling the Customer if the free gifts are available
- Tracking customer queries through Digital website enquiry Data
- Managing Sales orders for next day DC delivery are reflecting in SAP. Inform the IT and resolve the issue for missing Sales order if any

ACADEMIC DETAILS

2015 M.Com from Saurashtra University, Rajkot with 2nd Class
2013 B.Com from Smt J.J. Kundalia Commerce College, Rajkot with 1st Class
2010 HSC from GSEB with 55%
2007 SSC from GHSEB with 52%

IT SKILLS

- Sound knowledge in application of Windows, MS Office and Internet Applications.

PERSONAL DETAILS

Date of Birth: 5th March, 1992
Languages Known: Gujarati, Hindi and English