

Amee Joshi

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Birth date: 13th October 1992

Experience Summary

- Spanning over 5 years in Automobile Sector. Handling diversified range of queries and complaints for after sales service & significantly large number of customers.
- Experience in solving customer's queries including Vehicle Documentation problem, passing problem.
- Digital sales and marketing, handling online sales queries, lead assignment to concern department.
- Hands of experience in Microsoft Excel, Word and MS-Paint.

Professional Summary

Customer Relationship Manager

Aug 2019 - till date

(Sabarmati/SP Ford, Ahmedabad)

Responsibilities:

- Before and after sales service management.
- Handling online sales leads, helping end to end process and assigning leads to the concern team.
- Preparing documentations and queries reports.
- Operating LMS portal for report generation.

Digital Marketing Sales Executive

Jan 2018–Nov 2018

(Jay Ganesh Ford, Rajkot)

Responsibilities:

- Handling online sales leads, helping end to end process and assigning leads to the concern team.
- Preparing documentations and queries reports.
- Operating LMS portal for report generation.

Assistant quality manager

Nov 2016– Nov 2017

(Aan Honda, Rajkot)

Responsibilities:

- Handing call center of sales department.
- Handing online leads (car dekho, car wale, just dial).
- Resolving customer's queries before and after sales.

Customer Care Manager

Aug 2013 – Oct 2016

(Kamdar Carz Pvt. Ltd. – Renault, Rajkot)

Responsibilities:

- Handing call center of sales department.

- DMS Department.
- Report generation.
- Resolving customer's queries before and after sales.

○ Education

Qualification	Institute/ Organization	Board/University	Passing Year	%
BCA	Shree M.N.Virani Science college.	Saurashtra University	AUG 2013	72
H.S.C	Shree Kotak Kanya vinay mandir	GSHEB	2010	51
S.S.C	Shree Kotak Kanya vinay mandir	GSEB	2008	55.83

○ Skills

- Ability to sort out query and complaints within given TAT.
- Confident, Enjoy Responsibilities.
- Quick learner with good grasping ability.
- Optimistic person with good interpersonal skills.
- Honest and Hard-working.

○ Declaration

I hereby declare that all the above information's are true for the best of my knowledge and belief. I will input my best efforts and service to your organization with a great sense of Honesty.