

Pinki Sahu

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To Achieve High Career Growth Through Continuous Process Of Learning And Keeping Myself Dynamic In The Changing Scenario To Become A Successful Professional As Well As Uplift Of The Firm I Am Involved With.

WORK EXPERIENCE

1: Company : Currently working with (MGS) Araceli Honda, Lucknow.
Designation : Asst. CRM –Sales
Duration : From JULY, 2014 to till date.

Job Responsibilities:

- Check Post contract form on regular basis.
- Do Post Sales follow up on 3rd Day & 21ST day and Courtesy Calls.
- Follow up updation on D-lite Software.
- Making Post Sales Reports on daily basis.
- Resolve Pre & Post Sales complaint D121 & H121.
- Complaint generation of Post sales & close with resolution in Dealer 121.
- Making Customer complaints report on weekly basis.
- Making Lost Sales Analysis report on weekly basis.
- Taking report from 3 CRE - sales
- Interact with the customers & taking Instant Feedback from customer at the time of delivery.
- Taking Care of Customer Queries/complaints.
- Co-ordination in Delivery Schedule.
- Maintaining Pre & Post Sales Analysis Reports.

2 : Company : Tata Motors Gold Rush, Lucknow
Designation : CRE- Sales
Duration : (March 2013 to June 2014)

Job Responsibilities:

- Contact potential or existing customers to inform them about a product offers.
- Making Follow up reports & update in CRM (DMS) Software.
- Asking Question to understand customer requirements and close sales.
- Handle grievances to preserve the company's reputation.
- Direct prospects to the field sales team when needed.

3 : Company : M.V. Services, Lucknow (Moovers Valuation Services Pvt. Ltd.)
Designation : Office Coordinator
Duration : 3 Years (March 2010 to Feb 2013)

Job Responsibilities:

- Follow up to the customer & take an appointment for old car evaluation.
- Making reports of old car Evaluation on daily basis & update in L.O.S software.
- Answer phones and greet and direct visitors appropriately.
- Maintain MIS report & Attendance Sheet.
- Supporting other Team with various Administrative Tasks.
- Maintain the stock levels for office and submit purchase request to management when necessary.

EDUCATIONAL QUALIFICATION

- B. A. passed from Lucknow University in 2011 with 57%.
- Intermediate passed from Azad Bal Vidya Mandir U.P. Board in 2008 with 61%.
- High School passed from Azad Bal Vidya Mandir U.P. Board in 2006 with 57%.

COMPUTER SKILLS

- MS-Office. (Ms-Word, Ms-Excel, Ms-Power Point, etc.)
- English Typing.

PERSONALITY STRENGTHS

- Excellent written & oral communication & inter personal skills.
- Fast learner & quick adapting to any environment.
- A consistent will strive for growth in career.
- Patience, Dedication & Creativity.

PERSONAL DETAILS

Father's Name : Mr. Ram Milan Sahu
Mother's Name : Mrs. Saraswati Sahu
Permanent Address : 283/658, Harchandpur, Arti Nagar, Garhi Kanaura, Lucknow
Date of Birth : 08.11.1991
Gender : Female
Nationality : Indian
Marital Status : Single
Proficiency : English & Hindi.
Hobbies : Travelling, listening to Songs & Dancing.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Pinki Sahu)