**Samra Shaikh**

Mobile: +91 9137063005

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**Career Outline:**

Rich and insightful experience of over 2 year and 9 months in E-commerce.

Adept at providing service operations; understanding customers requirements and providing services accordingly.

Also ensure the accomplishment of service deliverables.

Possess a focused, customer oriented approach with excellent relationship management skills.

Skills in developing relationships with key decision-makers in the organizations for revenue.

**Customer Servicing:**

Greeting and interacting with the customers and guests on a daily basis.

Assuring the customer requirements are met first and they are assisted for the problems and queries.

Ensuring customer satisfaction by achieving delivery of service quality norms.

Easily adaptable to changing work environments and industries.

Good Problem solving Attitude.

Successfully achieve monthly targets.

Excellent communication and interpersonal skills.

**EMPLOYMENT HIGHLIGHTS:**

**MAY 2015 - FEB 2018 : Centerac E-marketplace PVT LTD.**

Provide training to existing team, call listening and calibration.

Provide great customer service and knowledge about the product to customers since Inception of the company.

Refer unresolved customer grievances or special requests to designated departments for further investigation.  
Achieving Sales Target & Deadlines.

Professionally provide information about products and services, take/ cancel orders, or obtain details.   
Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.

Follow up to ensure that appropriate actions were taken on customers' requests.

**MAY 2018 – JAN 2019 : GharInvest.com**

Calling clients for getting Site Visits and following up with clients.

Uploading projects and properties on website of GharInvest.com

Visiting property sites to understand the project.

Keep records of customer interactions.

**ACHIEVEMENT:**

**Centerac E-marketplace** : Was awarded as the best employee for the month of **April, 2016.**

**EDUCATION :**

**2009- 2010 :- S.S.C from Holy Name High School , Mumbai**

**2011- 2012 :- H.S.C from Elphinstone College, Mumbai.**

**2014- 2015 :- B.COM Graduate from Elphinstone College, Mumbai.**

**Co-curriculum activities:**

Certificate from Computer center in MS. Office programs - August 2015

(Windows, Word, Excel, Power Point, Tally ERP9 , MS CIT)

**PERSONAL DETAILS:**

**Date of Birth**: 04.05.1994

**Address**: Colaba, Mumbai – 400 005  
**LANGUAGES:** Hindi, English & Marathi