

# HEMANT SINGH

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## SUMMARY

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- Resourceful and client-focused Customer Service Executive with over 1 years of experience leading teams in exceeding sales goals and customer expectations. Meticulous and results-oriented with expertise educating employees on all stages of sales cycle while recommending best options to meet short- and long-term needs. Personable relationship builder with polished communications skills.
- Results-oriented with diverse background in management and customer service. Dedicated to providing excellent customer service and making operational and procedural improvements.
- Driven Customer Service Executive offering 2 years of expertise in sales management, office administration and customer service. Demonstrated ability to develop highly effective teams to foster project completion and efficiency. Adept at overseeing and executing accounting functions with proficiency in QuickBooks.
- Confident Sales Supervisor displaying enthusiasm and commitment to leading by example. Highly effective at delivering positive and constructive feedback in fast-paced business settings. Offering talents in sales and Promote.
- Boost customer service team productivity while maximizing customer satisfaction with strategic call management and process improvement strategies. Skilled leader with excellent program management, relationship-building and administrative expertise. Accomplished in training new employees and mentoring established associates to drive continuous improvement.
- Motivated and focused on streamlining service procedures and maximizing team efficiency. Consistent in satisfying customers, building loyalty and driving retention processes. Demonstrates effective judgment in balancing customer, employee and company objectives.
- Managed customer complaints and rectified issues to complete satisfaction.
- Supervised executive and management calendars while allocating tasks to administrative support team for smooth operational flow.
- Delivered optimal administrative, customer service and case management support through knowledge and skill
- Maintained office supplies inventory by checking stock and ordering new supplies as needed.

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## SKILLS

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- Customer relations.
- Customer service orientation.
- Exceptional customer support.
- Administrative skills.
- Effective planning.
- Reservations assistance.
- Hospitality services.
- Territory sales.
- Cash transactions.

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## EXPERIENCE

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**SALES REPRESENTATIVE | EMAMI LTD –HALDWANI, UTTARAKHAND |  
04/2019-CURRENT**

- Built positive and productive customer connections to drive consistent sales.
- Provided customers with recommendations to promote brand effectiveness and product benefits.
- Built strong, professional relationships through identification of client needs, which increased overall sales and opportunities.
- Actualized strategies to continuously improve customer service, company or brand visibility and of Product provided.
- Generated sales by prospecting leads, cold calling and negotiating advantageous deals.

**COORDINATOR | HP CARE-HALDWANI, UTTARAKHAND | 04/2018 - 03/2019 -**

- Personally addressed and welcomed guests to business per day, improving overall customer service and engagement.
- Answered phones, responded to customer inquiries and transferred calls to appropriate staff members.
- Monitored office inventory to maintain adequate supply levels and order products.
- Evaluated employee job performance and motivated staff to improve productivity.
- Guided employees through routine and complex administrative situations with decisive but motivational approach.
- Efficiently organized resources and staff necessary to handle any requirements and maintain strong service levels.

**PURCHASE EXECUTIVE | SHANTI REFRIGERATION IND PVT LTD-RUDRAPUR  
|-02/2016-03/2018**

- New Vendor Registration by creating new vendor code.
- Managed negotiations with new suppliers to drive acquisition of highest quality materials and best cost and payment agreements.
- Trained purchasing department staff to develop mutually productive relationships and long term partnerships with suppliers.
- Monitored goods received to verify proper timing, quality, quantity and delivery to proper sites.
- Developed process for annual supplier performance evaluation and managed implementation, follow-up and corrective actions.

**UNIT MANAGER | ICICI PRUDENTIAL LIFE INSURANCE LTD –HALDWANI | -  
09/2015-01/2016 -**

- Increased revenue by applying in-depth policy knowledge and persuasive communication skills to complete sales.
- Reached out to potential clients to schedule appointments.
- Evaluated customer desires and budgetary constraints to pick best policies.
- Followed up with customers to check on changing needs and propose new offerings.

-----**EDUCATION & TRAINING**-----

<b>Course</b>	<b>Name of Institution</b>	<b>Year of Passing</b>	<b>Percentage</b>
B.B.A	Kumaun university	2012	62 %
12 <sup>th</sup> Board	Cbse board	2009	63.8 %
10 <sup>th</sup> Board	Cbse board	2007	52.8%

-----**PERSONAL INFORMATION**-----

**Mailing Address:**

West Rajeev Nagar, Bindukhatta, Lalkuan, Post office-Lalkuan

Distt- Nainital, Pin-262402, Uttarakhand, INDIA

Father's Name: Late Shri Mohan Singh

Mother's Name: Mrs. Nirmla Devi

Date of Birth: 27/11/1991

Marital Status: Married.

**Languages Known:**

English, Hindi

**Declaration:**

I hereby solemnly affirm that all the information furnished by me is correct to the best of my knowledge and I am ready to provide relevant documents as a proof thereof.

(Hemant Singh)