

## NEERU RANI

📍 Chandigarh, UT, India

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### Professional Summary

Motivated and customer-focused professional with extensive experience in customer relationship management, sales, and office administration. Committed to contributing to organizational growth by delivering exceptional customer service, leveraging CRM systems, and building lasting relationships. Strong attention to detail with a dedication to professional development.

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### Core Skills

- Customer Service & Relationship Building
  - Handling Customer Inquiries & Responses
  - CRM Software (Customer Relationship Management)
  - Sales & Lead Generation
  - Attention to Detail
  - Communication & Problem Solving
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### Professional Experience

#### Customer Relationship Manager

*Joshi Auto Zone – Mercedes-Benz, Chandigarh*

*Oct 2024 – Present*

- Manage ongoing customer relations to maximize retention.
- Deliver exceptional service to boost customer satisfaction and revenue.
- Analysed feedback to enhance services and improve customer experience.
- Use CRM tools to streamline communications and follow-ups.

#### Customer Relationship Manager (CRM)

*Audi Approved Plus – Chandigarh*

*2022 – 2024*

- Prospected leads, performed cold calls, and closed deals.
- Followed up on customer queries and ensured a seamless sales experience.
- Coordinated the delivery process for new vehicles.

#### Tele Sales Executive

*Berkeley Hyundai – Chandigarh*

*2021 – 2022*

- Initiated sales through cold calls and client follow-ups.
- Promoted vehicle models and negotiated deals effectively.

#### Office Assistant

*Garry Arts – Mohali, Chandigarh*

*2017 – 2021*

- Maintained office records and handled administrative documentation.

- Managed payments and updated financial records.

## Sales Executive

*Chittosho Motors (Maruti) – Mohali*

2009 – 2011

- Assisted customers with product inquiries and purchase decisions.
- Exceeded sales targets through effective negotiation and client service.

## Showroom Hostess

*Goel Motors (Mahindra & Mahindra) – Mohali*

2006 – 2009

- Provided front-desk support and greeted walk-in customers.
- Assisted the sales team in maintaining a customer-friendly showroom.

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## Education

- **Bachelor of Arts (Arts & Humanities)** – Kurukshetra University, 2022
- **Diploma in Computer Application** – Hartron, Chandigarh, 2021
- **Senior Secondary (12th)** – Haryana Board (Bhiwani), Panchkula, 2002

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## Personal Details

- **Date of Birth:** 8 May 1985
- **Gender:** Female
- **Marital Status:** Married
- **Languages Known:** Hindi, English, Punjabi

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## Declaration

I hereby declare that the information given above is true to the best of my knowledge and belief.

**Date:**

**Place:**

**Signature:**