**RESUME**

**SANCHARI MAJUMDER**

HNO-36 B BLOCK J 2

KALKAJI DDA JANTA FLAT ,

ALAKNANDA SOUTH DELHI

Mobile: 7838787311

***E-mail: sancharimajumder03842@gmail.com***

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| **Seeking growth in Tele Marketing Management and customer relationship management with a organization.** |

**Synopsis :** A competent professional with over **15** years of qualitative experience in Car Dealership, customer relationship management. Significant exposure in developing and effectuating innovative business development strategies. An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management.

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| **Responsibilities Allready Handled** |

* Providing customer service and understanding the needs of the client.
* Managing the team effectively to ensure achievement of target and performance.
* Place sales calls to prospective customers or previous customers.
* Presentation of proposals for business development.
* Establishing work plans.
* Delegating assignments to team members.
* Supporting customers by emailing and online chats by giving them technical solution of their product in use.
* Documenting problems of a particular product in large numbers & reporting to company and concerned department.
* To study the functionality and business process changes and suggest necessary actions to be taken and training to be provided to the team members.
* Socialize the changes in business processes and organizational design.
* Training the new employees in the voice process as well as in the technicalities of the product to provide support to customers.
* Generating leads and business opportunities.
* Communicating with clients regarding grievances from the company and also giving new information on new products or services.
* Making calls to the customer after generation of their first bill.
* Determining the needs of the client.
* Overseeing the quality of deliverables.

 **Work Experience**

-: Played a pivotal role in establishing profitable and long term relationships with High Valued customers for Cross Selling for generation of organization

-: Effectively suggested and implemented new ideas for increasing the customer base for enhancing business with activities & other promotions in the vicinity. -: Got lot of appreciation for consistency in achievement of targets.

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| **(TATA ARYA MOTORS)** |
| **(7th July 2019 to July 2024 May)** |

Designation :Lobby.Manager Organization

: Arya Motors

Work Place : Gurgaon

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| **(Grand Toyota- Dehradun)** |
| **(DEC 2015 to JAN 2019)** |

Designation : Ast. Customer Care Manager

Organization : Grand Toyota

Work Place : Dehradun

Duration : From **DEC 2015 to JAN 2019**.

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| **(MGF TOYOTA.).)** |
| **(April 2013 TO NOV 2015)** |

Designation : Manager

Department : Customer Care

Organization : Capital Vehicles Ltd.

Work Place : Gurgaon

Duration : **April 2013 TO NOV 2015**.

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| **( Harpreet Ford.)** |
| **(DEC,2009-Feb,2013)** |

Designation : Customercare Executive.

Organization : **Harpreet Ford**

Work Place : Gurgaon

Duration : **DEC,2009-Feb,2013.**

**ACADEMIC QUALIFICATIONS:**

* **Bachelor Degree In performing arts From Calcutta University**.
* **10+2** From West Bengal Board.  **10th** From West Bengal Board.

**Computer Skills:**

 Proficient with Ms Office (Ms Word, Ms Excel, Ms Power point)  Web tool – Microsoft Internet Explorer.

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| **Hobbies** |

* Listening Music
* Making friends

**Strengths:-**

* + Dedication towards work.
  + Ability to take stress and to handle pressure.
  + Active listener with strong interpersonal skills.
  + An ability to work and coordinate as a part of team with exposure to plurality of problem solving perspective.
  + Capability to adapt new changes and accept challenges.

**Personal profile:-**

Husband's Name **:** Rahul Majumder

Date of Birth **:**  26.08.1981

Nationality **:**  Indian

Sex **:**  Fe-Male

Marital Status **:**  Married

Religion **:**  Hindu

Category **:**  General

Language Known **:**  Hindi, English & Bengali

Place- Sign --------------------------

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| Date- |  |  | Sanchari Majumder |