

Himani Rawat

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Delhi - 110095

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Objective:

To work in an organization where I can utilize my professional skills and leadership abilities to attain the top most level of work satisfaction and achieve my desire to excel in my professional career. I desire to work in professionally managed organization.

Skill Set/Software Proficiency

Operating system

: Windows 98, 2000, NT, XP Professional

Package

: MS OFFICE (MS Word, MS Excel)

Package in Tally

: Tally .ERP 9,& Book keeping

Education Qualification:

- Post Graduate (M.Com) from IGNOU
- Graduate (B.Com) from Delhi University 2012
- 12th passed from C.B.S.E. Delhi in year 2009
- 10th passed from C.B.S.E. Delhi in year 2007

Other Qualification

- 6months diploma in **Computer Operator & Programming Assistant** From **Saraswati Accountants**, Kaushambi (U.P)
- **Tally Management Accountant (TMA)** from Mind Home, **Dilshad Garden**

Work Experience

- 1 year worked with Volkswagen as a Receptionist (Atrica automobile Pvt. Ltd. From September 2012 to August 2013)
- 2 year worked with Chevrolet as Sr. Customer care executive (Globus MotoCorp Pvt. Ltd. from August 2013 to august 2015)
- 2 years and 7 month worked with Galaxy Toyota as an Assistant Customer Care Manager (15th Jan 2015 to 31st July 2017)
- Currently working with Wuerth india Pvt. Ltd (as a finance executive Cum Sales coordinator December'19 to till date)

In all companies my job responsibilities: -

1. Handling Customer's Concern and queries.
2. Maintaining excel files & daily o Monthly basis reports

3. Responsible for assisting and supporting sales function through telemarketing, activities such as generating sales prospects or leads through telemarketing.
4. Building and maintaining profitable relationships with key customers.
5. Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
6. Expanding the customer base by upselling and cross-selling. Understanding key customer individual needs and addressing these.
7. Ensuring your existing clients are satisfied through after-sales care, as well as gaining and using feedback.

Current Organization - Wuerth india pvt Ltd

Designation. - Sales coordinator / Finance executive

Duration. - From December 2019 to till date

1. Account reconciliation including credit note /debit note working
2. Schedule follow up with sales representative
3. Create new customer code development
4. Follow-up of payment collection.
5. Coordinate with client on phone as per their queries
6. Collect C Forms and branch wise update
7. Assist in preparation of various data to seniors
8. To maintain relationship with customer for the overdue payments. Handle and resolve customer queries effectively.
9. Prepare outstanding list of creditor's/ debater's & follow up for payment/ receipt.
10. Coordinating with sales team by managing schedules, filing important documents and communicating relevant information.
11. Handle the processing of all orders with accuracy and timeliness.

Strengths

- Self-motivation and commitment towards work
- Good team player
- Quick adaptability and flexible
- Good listener
- Good grasping power

Personal Details:

Father's Name: Sh.Jagmohan Singh Rawat

Date of Birth : July 2nd 1991

Nationality : Indian

Religion : Hindu

Language Known: Hindi & English

Declaration

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

Sincerely
Himani Rawat