



MANJUSHA R V

MARKETING | SALES | ADMINISTRATION

EDUCATION

- 1999 – 2001 BA Economic | Kerala University
- 2002- Diploma In Computer Application (DCA) | C-DIT | Kollam | Kerala

WORK EXPERIENCE

❖ **KIA Motors Kollam | India**
Duration: 11-Nov-2018 onwards

Designation : Customer Relation Officer

- Assists in resolving customer complaints, and coordinates factory assistance when all dealership resources have been exhausted.
- Ensures that new vehicles are properly prepped for delivery.
- Assists in the delivery of new and used vehicles, ensuring that each customer is informed of his/her warranty details, maintenance schedule and proper use of the vehicle's features, particularly those related to safety. Explains the hours of operation and location of the service and parts departments.
- Coordinates customer follow-up programs.
- Maintains a case history file of all customer complaints and problems, documented with customer's name, type of vehicle, date of contact, nature of problem, personnel involved and detailed description of resolution.
- Maintains a file of the dealership's customer satisfaction achievements.
- Assists service customers during the morning service rush, when possible.

❖ **Pinnacle Nissan [Nissan, Datsun Dealership], Kollam**
Duration: 01-Jan-2016 –01-Oct-2018

Designation : Showroom Sales Consultant

- Greeting customers warmly
- Discovering customers' needs
- Helping to narrow down customer's options
- Organizing test drives
- Negotiating deals and sales
- Promoting dealership packages and add-ons
- Suggesting financing options
- Explaining car features simply
- Participating in special sales events
- Providing and receiving feedback

OBJECTIVE

To be part of an organization that provides a positive atmosphere and promotes mutual growth where I can learn new knowledge & skills.

CONTACT

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LOCATION

Address: Abu Dhabi

PROFESSIONAL HISTORY

Sales Consultant – 02 Years
Customer Relation Officer-01Year
Admin Executive - 08 Years
Office Secretary - 03 Years

PERSONAL DETAILS

Civil Status : Married
Nationality : Indian
Passport No : V3069170

KNOWN LANGUAGES

- ❖ **English**
- ❖ **Malayalam**
- ❖ **Hindi**
- ❖ **Tamil**

KEY SKILLS

- Resilience
- Commercial awareness
- Good communication
- Effective leadership and management
- Planning and research skills
- Adaptability
- Teamwork and interpersonal skills

COMPUTER KNOWLEDGE

- MS Office
- Outlook

- ❖ **Electronic Research and Development Centre (ERDC) | Kerala | India**
Duration : 01-Jun-2014 – 28-Feb-2016

Designation : Office Secretary

- Answer phone calls and redirect them when necessary
- Manage the daily/weekly/monthly agenda and arrange new meetings and appointments
- Prepare and disseminate correspondence, memos and forms
- File and update contact information of employees, customers, suppliers and external partners
- Support and facilitate the completion of regular reports
- Develop and maintain a filing system
- Check frequently the levels of office supplies and place appropriate orders
- Make travel arrangements
- Document expenses and hand in reports
- Undertake occasional receptionist duties

- ❖ **Vigneshwara Construction**
Duration : 01-Jun-2006 – 28-Feb-2014

Designation : Administrative Executive

- Provide administrative support to the office manager, project manager, general contractor, and other construction management staff
- Answer incoming phone calls and respond to emails in a professional way
- Act as a point of contact for vendors, subcontractors, and various construction services teams and solicit quotes from them for new jobs
- Prepare forms such as change orders, purchase orders, service agreements, and subcontracts
- Execute clerical and general office duties such as setting up filing systems, data entry, typing, copying, ordering office supplies, and other administrative tasks for special projects as requested
- Coordinate meeting logistics and deliverables such as handouts, and make travel arrangements for the project management team

DECLARATION

I hereby certify that the above data are true and correct to the best of my knowledge

Manjusha.R.V
