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| nishasawlani14@gmail.com +91 9730125539 / 0588707802  **NISHA SAWLANI**  **Core Competencies**   * Task, Time and project management * Professional behaviour and attitude * Problem solving * Planning and organizational skills * Able to learn quickly and efficiently * Negotiating and networking skills * Good communication skills * Positive thinking and self motivated * Able to learn database quickly and efficiently.   IT Skills   * Microsoft Applications Internet & E-mail Applications   Soft skills   |  |  | | --- | --- | | * Phone Etiquettes |  | | * Discretion |  | | * Communicator |  | | * Planner |  | | * Thinker |  | | * Innovator |  | | **Profile Summary**    *Encompassing a variety of roles and responsibilities, with particular Expertise in Customer Care, Sales and marketing and Able to maintain strong relations and work with individuals of diverse backgrounds, with an ability to handle sensitive situations with success.*    **Career Achievements-**   * Being a Flight Attendant, Collection executive and into Administration many responsibilities has prepared me for the complexities of future leadership. * Monitoring ongoing compliance with collection policies and procedures. * Identify and source new suppliers and vendors. Establish and update an approved vendor/supplier database. * While handling administration workuse to Troubleshoot cost, quality and delivery concerns. * Manage Risk relating to quality, cost, delivery purchase and supply * Work with relevant department to manage requirements. * Encompassing a variety of roles and responsibilities, with particular Expertise in Customer Care and Able to maintain strong relations and work with individuals of diverse backgrounds, with an ability to handle sensitive situations with success.     **Education**   * CBSE – Our Own High School Dubai 2006-2007 * MS Office /HTML/ MS PowerPoint/ Excel/MS Docs/Word |

**Work Experience**

**August 2013 to February 2020- Customer Representative and office administrator {Green Carpet Realty Pvt Ltd Koregaon Park Pune INDIA}**

* Responding promptly to customer inquiries
* Knowing the property status inside and out so we can provide services as per customer requirement and provide professional customer support.
* Handling Issues and Inquiries for the documentation required of employment by the Customer.
* Follow up with the Customer for the Monthly Instalment Payment. Answering customer queries and directing them to the concerned departments.
* Processing booking forms, applications and requests.
* Maintaining a positive, empathetic and professional attitude towards customer.
* Handling Cross Culture things- see it to there is no groupism or dissatisfied person other employee related issues.
* Create listing and sales checklist
* Provide status reports
* Communicate regularly with broker/owner
* Update the listing and sale filing system
* Maintaining all the private and confidential documents
* All files to be maintained
* Drafting of Minute of meetings

**February 2007 – January 2008 (Collection Executive – Abu Dhabi Commercial Bank)**

* Responsible for calling up delinquent customers, giving them financial advice and following up for the payments.
* Adhere to collection policies
* Actively using Debt Manager, Flex Cube, Vision plus as collection tools.
* Handling issues and inquires for the documentation required on change of employment by the customer.
* Follow up with the customer for the monthly installment payment.
* Answering customer queries and directing them to the concerned departments.

**April 2006- June 2006 (Office administrator – temporary – Al Ahli luggage, Dubai)**

* Managing and assisting in planning daily routine tasks
* Handling expenses and bill cycles
* Managing correspondence and sorting email
* Answer phone calls and transfer them to respective departments
* Drafts, formats and print relevant documents
* Maintain office supplies as needed

**January 2002- December 2004 (Hershey’s Swiss Arabian perfume, Bon Bon& Tiffany U.A.E.Dubai Promotional Job – Part time)**

* Researching Clients and markets
* Developing ideas for promotional marketing
* Briefing products benefits to the customer
* Coordinating with retail outlet, events and exhibition

**December 2004 – March 2005 (North East Airlines, Fujairah- Flight Attendant – Cabin Crew Dubai)**

* Completed extensive safety inspections prior to take off and landing in keeping with company practices and FAA regulations.
* Implemented safety procedures and the verification of safety measures in conjunction with cabin and crew members, performing security sweeps intermittently throughout the flight.
* Coordinated the service arrangements including food and beverage and tax- free shopping on board.

**August 2002– December 2002 (Scan Color Dubai – Executive Assistant Temporary )**

* Scheduling appointments for CEO and Managers
* Preparing quotations, Invoices, Purchase orders, Petty cash.
* Handling travel management preparing vouchers and cheques for the same.
* Data entry on daily basis
* Acted as primary contact between accounts, sales and service department.
* Drafting all sort of tenders, offers, and documents.
* Handling customer queries and resolving the same.
* Prepare daily MIS Report for all the departments.

**Personal Details**

Date of Birth- 27th July 1985

Gender- Female

Marital Status- Married

Languages known- Hindi, English, Urdu, Sindhi

Nationality- Indian

Visa Status- Visit Visa

Additional Information: Holder of Valid U.A.E. Driving license / India D/L

References available on request