

# CURRICULUM VITAE

## TRUSHA RAMESHBHAI RADADIYA

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Bur Dubai, U.A.E



### OBJECTIVE

To work in a challenging position where in my abilities and experiences can be utilized for the benefit of the company with a scope to upgrade my skills for future personal and effective contribution of the organization.

### PROFILES

- Good communication skills
- Hard working and dedicated
- Capacity to work under pressure with time bound performance
- Easy adaptability to situations

### EDUCATIONAL ATTAINMENT

- M.A Graduation from Saurashtra University, Amreli, India
- P.G.D.C.A from Saurashtra University, Gujarat, India
- B.A Graduation from Saurashtra University, Gujarat, India

### WORK EXPERIENCE

- Organization** : **Mahindra & Mahindra Pvt. Ltd. Amreli, India**  
**Designation** : **As a Sales Executive**  
**Duration** : **Dec 2010 to Nov 2013**

#### Duties & Responsibilities:

- Converting showroom visitors into customers by understanding their needs and interests, and matching them to the most appropriate car.
- Understanding the characteristics, capabilities, and features of all cars, and providing the potential customer with detailed information, including comparing different competitive models.
- Taking customers on test drives and demonstrating vehicle features.
- Building a rapport with potential customers to improve the possibility of a sale in the future.

- Organization** : **Maruti Suzuki Pvt. Ltd. Bhavnagar, India**  
**Designation** : **As a Sales Executive**  
**Duration** : **25<sup>th</sup> Aug 2016 to 30<sup>th</sup> Sep 2018**

#### Duties & Responsibilities:

- Maintaining a customer database and communicating with them.
- Assisting customers with completing the relevant paperwork required for a successful sale to be processed.

- Maintaining reporting structures 'and recording sales and inventory on our CRM software.
- Collaborating with team members to reach sales targets.

**3. Organization : HDFC Standard Life Insurance Co. Ltd. Bhavnagar, India**  
**Designation : Financial Consultant**  
**Duration : 01<sup>st</sup> Jan 2017 to 30<sup>th</sup> June 2018**

**Duties & Responsibilities:**

- Developing financial plans to help clients achieve their long-term and short-term financial goals.
- Assessing how certain life changes and financial status changes affect clients' financial plans and adjusting such plans accordingly.
- Traveling to clients' homes and places of business to consult with them.
- Monitoring financial markets and economic conditions.
- Soliciting new clients through cold-calling, emailing, advertising, and seminar-hosting.

**4. Organization : The Original Test Restaurant, Dubai, U.A.E**  
**Designation : As a Cashier**  
**Duration : 01<sup>st</sup> Sept. 2019 to 30<sup>th</sup> Nov 2019**

**Duties & Responsibilities:**

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Bagging or wrapping purchases to ensure safe transport.
- Maintaining a clean workspace.

**5. Organization : time express cargo, U.A.E**  
**Designation : customer care and document controller**  
**Duration : 05<sup>th</sup> Oct 2019 to till date**

**Duties & Responsibilities:**

- Manage large amounts of incoming phone calls.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents
- Control all aspects of project documentation on multiple simultaneous clients, utilizing various control methods/systems.

- Prepare, operate and update Document Control Procedures in line with the Company's Document Management System.
- Ensure proper document control support is given to each right place.
- Produce and maintain Document Progress Reports to Project Managers
- Ensure all documentation provided is as per Client quality formatting requirements.
- Formatting may include correcting templates, fonts and style, pagination and numbering and other activities that may be required to achieve a client's documentation requirements.
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- Create Document Control and correspondence folders for individual projects
- Work in strict co-operation with the Project Manager to ensure project progress status integration.
- Ensure all templates used with the department conform to the Company standard.

## PERSONAL DETAILS

Date of Birth	:	03/03/1991
Gender	:	Female
Nationality	:	Indian
Marital Status	:	Single
Languages Known	:	English, Hindi & Gujarati
Passport No	:	L5810818
Date of Expiry	:	28/10/2023
Visa Status	:	Visit Visa
Visa Validity	:	05/01/2021

## DECLARATION

I hereby declare that the particulars furnished above are true to the best of my Knowledge and belief.

Place: Dubai, U.A.E

**TRUSHA PATEL**