

# CURRICULUM VITAE

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**NAME :**

## **SHAIKH ASMA**

**PERSONAL PROFILE:**

Address : HP4-306 , Orient Apartment 1 , Opposite ADCB Bank , Burdubai

Date of Birth:09-November-1995.

Gender: Female.

Nationality: Indian.

Cont no: 971504058361

E-mail: asmashaikh1209@gmail.com

Passport No:V2785666

Visa status: {on visit visa till 25/Feb/2022}



## **QUALIFICATION**

**\*S.S.C PASSED FROM MAHARASHTRA BOARD IN YEAR 2011.**

**\*H.S.C PASSEDFROM MAHARASHTRA BOARD IN YEAR 2013.**

**TECHNICAL SKILLS.**

**SYSTEM KNOWLEDGE:** SAP, MICROSOFT OFFICE.

**LANGUAGES:** ENGLISH, HINDI, URDU.

**HOBBIES:** PLAYING BADMINTON

**RELIGION:** MUSLIM {ISLAM}

**NATIVE PLACE:** MUMBAI

***WORK EXPERIENCE: 7 YEARS***

# PROFESSIONAL EXPERIENCE

## *RELIANCE DIGITAL*

### **AS A SENIOR SALE EXECUTIVE & CRM TEAM MEMBER**

\*SELLING MOBILE PHONE WITH ACCESSORIES & SERVICES(I.E EXTENDED WARRANTY ,INSURANCE)

\*TAKING CARE OF PRODUCT DAILY COUNT & MONTHLY SALES TARGET

\*HANDLING CASH COUNTER IN BIG DAYS

HANDLING CRM TEAM.

\*ENSURING THE CUSTOMER THAT AFTER BUYING PRODUCT FROM RELIANCE DIGITAL WE ARE HERE TO TREAT YOU A BEST SERVICE IF ANY PROBLEM OCCUR IN THE PRODUCT.

\*MAINTAINING DAILY DASHBOARD FOR DELIVERY & INSTALLATION.

\* FOLLOWING WITH DC FOR SAME DAY DELIVERY.

\*HANDLING MAIL ESCALATION OF CUSTOMER CARE.

\*PROCESSING ONLINE PURCHASE FORM STORE i.e [SFSSHIFT FROM STORE]

"HANDLING CUSTOMER RETURN & MAINTAINING CN DATA IN EXCEL.

\*TAKING BRAND APPROVAL FOR CUSTOMER PRODUCT REPLACEMENT.

\*TAKING CARE OF STORE DEFECTIVE PRODUCT ALSO FOLLOWING WITH BRAND FOR REPAIR OR REPLACEMENT.

\*HANDLING SAP FOR CUSTOMER PRODUCT OUT i.e [PGI POST GOOD ISSUE]

*[Date of joining:28/12/2016\*\*\*Date of leaving 23/08/2021]*

**CROMA [TATA ENTERPRISES]**  
**AS A CUSTOMER SERVICE SPECIALIST**

- \*PROVING CALL LOGS
- \*ARRANGING BRAND TECHNITIONS AT CUSTOMER PERMISES FOR SERVICING.
- \*KEEPING FOLLOW UP TO EVERY BRAND SERVICE CENTRE FOR DEMO INSTALLATION.
- \*MAINTAINING THE GOODS ACKNOWLEDGE NOTE REGISTER TO FOLLOWUP WITH THE CUSTOMER.
- \*CLEARING THE SERVICE REQUEST ON DAILY BASIS.
- \*KEEPING ONLINE TRACK OF CUSTOMER FOR STORE SELF PICKUP.
- \*MAINTAINING THE EXCEL SHEET FOR PRODUCT ON REPAIR.

*[Date of Joining:15/01/2014\*\*\*\*Date of leaving:31/10/2016]*

**DECLARATION**

I consider myself familiar with financial aspects. I am also confident of my ability to work In team.

Place: Dubai