

Jayanti Sagar

Lucknow, Uttar Pradesh

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To work in a globally competitive environment with prestigious organization, A versatile, challenging position in a progressive firm that provides a positive work environment, which appreciates new ideas and believes that work, can be fun.

Aiming at constant up-gradation at both professional and personal level. Emphasize on creativity and making a significant contribution to the industry. I am Proficient in complete work with ease and positive attitude.

Willing to relocate: Anywhere

Work Experience

MSWIPE TECHNOLOGIES PVT LTD

December 2016 to October 2018

Sales coordinator (POS Support)/Office Assistant

MSWIPE TECHNOLOGIES PVT LTD

December 2016 to October 2018

- Coordinate with the merchants and Retail sales team in resolving discrepancy of the agreements.
- Updating Sales Report summary on a daily basis.
- Tracking and checking all the sales order of the customers on daily basis.
- Monitoring the open orders and make sure at the end of the month, all sales orders are closed.
- Maintaining records of specific information about the client complaints, queries, reports, client dealings and relationships.
- Maintain Sales Report on Monthly Basis.
- Follow up with merchants and sales Team during processing of Application.
- Follow up for recovery from Merchants of bounce / Improper payments.
- Coordinate with Merchant on- boarding team on e-mails.
- Follow up of pendency, discrepancy and payment of new applications and on time updating.
- Follow up for recovery from Merchants due to charge back amounts.
- Performing on-going thorough analysis of revenue, promotion performance data and revenue agreement.
- Keeping record of all necessary information related to the company like the company's sales and revenue dealings, reviews and accounts, etc.
- Coordinating with Documentation Team, Risk management Team, operations merchant Acquiring team & Logistic Team for processing agreements.
- Working intensively with Problem management and Incident management teams reviewing Failed Changes and doing post implementation reviews to avoid/lowering risk of Changes getting failed.

POS Technical support • Install point of sale terminals within TAT.

- Monitor dormant merchants, retrieve POS from low/zero turnover merchants.
- Handle merchant problems and trouble shooting.

- Resolve Complaints for the initial POS operations and provide after sales and backup service.

POS Retention • Approach the potential customers and according to the different needs of the customers provide advice on investment strategies and proper product in order to reach their goal.

- Identify loss making Merchants with low spend and impose a rent from the merchants.
- Develop customer relationships to promote retention and loyalty • Work with customers to ensure satisfaction; support pre-sales cycles • Build relationships with existing customers to achieve increase in share of wallet and revenues.

KEY RESPONSIBILITIES • Maintain effective Log System for all items/Files requested for and to ensure that these are tracked and where necessary returned in a timely manner.

- Assist Photocopying, scanning documents and sending fax messages. Ensure confidentiality of information is maintained at all times.
- Plan meeting and take detailed minutes • Update and maintain office policies and procedures • Assist in the preparation of regularly scheduled reports etc..

CYBERQ CONSULTING PVT. LTD

March 2011 to November 2016

Jr. Consultant/ Office Assistant

Government of India Ministry

March 2011 to November 2016

- Maintaining records of C.R.S Uttar Pradesh, Office of Registrar general and Census commissioner under (Government of India Ministry of home affairs), India.
- Handling mails and observation Of Data Analysis Of CRS System at all District Level.
- Take care of Files and important document records of related District/zone.
- Arrange training and providing information about Importance of Civil registration System.
- Handling strategy of CRS and preparing Presentation through power Point accordingly.
- Working on rural Areas for awareness of Birth and Death Registration of Uttar Pradesh through conducting training By Officers.
- Conducting surveys and banners for promotion about CRS registration System at state level.
- Take care of all work given by authority and by reporting person.

KEY RESPONSIBILITIES • Maintaining the server and give the support to Backend Team.

- Check and Put the data base if required.
- Maintaining the attendance software and pull out the date base which have error or need rectification.
- Handle all e-mails and resolve the issues. Maintain and Save Correct Data through software In drives every day and so many office related work.
- Maintain all records manually or system as well.

Education

Bachelor of Computer Application in Computer Application

Allahabad Agriculture Institute, deemed UNIVERSITY - Allahabad, Uttar Pradesh

Additional Information

- Perfect writing skills combined with superior communication ability.
- Analytical capacity, Research skills, Good with numbers.
- Effective decision-making, Commercially adept, Team worker
- Effective under little or no supervision.
- Good Typing Speed in computers(45/WPM).