

DARPANA DOGRA

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Objective

Dynamic and results-driven Sales and Customer Representative with a proven track record of exceeding sales targets and delivering exceptional customer service. Adept at building strong client relationships, resolving customer inquiries, and identifying opportunities to drive revenue growth. Seeking a challenging position in a fast-paced environment to utilize my communication, problem-solving, and negotiation skills to enhance customer satisfaction and contribute to the company's success.

Experience

KOTAK LIFE INSURANCE

Feb 2012-Nov 2012

BRANCH OPERATION EXECUTIVE

- Monitoring operational performance of both internal and external service providers. Monitoring facility condition and environmental performance and recommending or approving funding levels and spending plans.
- Creating and managing the organization's fiscal operating and capital budget and expenses.
- Monitoring operational performance of both internal and external service providers. Communicating with upper management to develop strategic operation goals.
- Developing strategic long-range plans to achieve strategic objectives. Providing a workplace setting that is conducive to productive work. Monitoring occupant satisfaction.
- Monitoring construction and renovation projects. Monitoring performance metrics. Receiving and responding to approvals and notifications.

SHIVAM FINANCE

Dec 2012-Jan 2016

OPERATION EXECUTIVE

- Ensure accuracy & timeliness details of job costing (Revenue and cost) are timely update and correctly in systems.
- Verify, sort and send all billing documents to customer within timeline. Ensure both internal and external KPIs are met.
- Support customer service/ sale in customer query resolution and exceptional handling.
- Proactively communicate to related party both external & internal in case of exception.
- Ensure adherence to all internal and external policies and practices of work.
- Other projects as assigned by Manager. To meet customer's requirement.

AAKASH EDUCATIONAL SERVICES LIMITED

July 2017-Feb 2022

SALES MANAGER

- Analyze the applications of prospective students based on standard admission policies.
- Interview students to understand their objective and background. Provide clarification to student's queries in a professional manner.
- Follow up with students for any inquiries through direct meetings, live chat, phone calls and emails.
- Advice student about the programs offered, admission procedure, eligibility and costs involved.

- Review all the students' applications and refer the students to financial services personnel if required.
- Provide support to prepare admission related presentations and to host student receptions.
- Inform students about the courses offered and the tuition fees
- Arrange orientation programs, educational workshops and graduation programs for student.
- Develop innovative communication strategies, recruitment strategies and enrollment plan in coordination with senior management to attract and enroll more students.
- Maintain a database of student information, telephone logs and student feedback in order to generate student reports for management whenever required.
- Provide support to the senior Admission counsellor.

STONE UNIVERSE INC

Jan 2023-Dec 2024

Customer Sales Representative- MIDWEST & TEXAS USA

- Maintained a deep understanding of company products/services and effectively communicated their value proposition to clients.
- Developed and implemented sales strategies that were in line with the organization's objectives.
- Identified opportunities to expand accounts and successfully upsold additional products and services.
- Built strong, enduring relationships with business clients, positioning oneself as a trusted advisor.
- Maintained accurate records related to inventory and account details.
- Exceeded sales targets through strategic planning and effective execution.
- Managed contract negotiations, renewals, and amendments to ensure compliance and timely execution.
- Provided personalized technical and sales support, ensuring high levels of customer satisfaction.
- Collaborated with cross-functional teams to ensure timely order delivery and exceptional service.
- Worked closely with the Invoicing and Collection team to resolve issues and ensure prompt payments.
- Generated reports to provide insights into the company's financial performance and market trends.

ADDITIONAL RESPONSIBILITIES

TRAVEL DEPARTMENT

- Manage travel plans and process bookings for flights, hotels and car.

ORDER AND INVOICE PROCESS

- Process customer orders in accordance with purchase orders (POs) received.
- Create and apply order loads in quick book for efficient logistics management.
- Issue invoices, credits, and debit notes accurately and promptly.
- Manage and resolve customer queries and complaints regarding quality, transportation, and incorrect materials.
- Prepare and timely issue weekly reports such as missed pickups, detention, cancellations, and pending invoices.
- Communicate daily operational activities with the team to ensure coordinated efforts.
- Provide daily status updates and promptly report issues to the manager for resolution.
- Input financial data accurately into accounting systems.
- Maintain organized and current financial records and documentation.
- Collaborate with other departments to ensure precise financial reporting and smooth operational processes.
- Address inquiries from vendors, clients, and internal stakeholders regarding financial transactions promptly and professionally.

LOGISTICS DEPARTMENT

- Monitor daily inbound and outbound shipments to ensure timely delivery within established timelines.
- Coordinate closely with the Packaging Team to ensure adequate supply availability for collections, deliveries, drop-offs, and recoveries.
- Strategically plan and determine the optimal routes for efficient shipment dispatch to final destinations.
- Cultivate and maintain relationships with logistics providers, negotiating terms to optimize costs and improve delivery schedules.
- Track and optimize transportation and delivery schedules to enhance overall efficiency.
- Resolve any shipping and delivery issues promptly and effectively.
- Maintain accurate records of shipments, inventory, and other essential data to ensure transparency and accountability.

Education

- RIMT- Maharaja Aggrasen Engg and Management institute
MBA- Finance & Marketing

Skills

- Excellent communication and interpersonal skills
- Sales Forecasting & Reporting
- Market Research & Competitive Analysis
- Negotiation Skills
- Ability to handle high-pressure situations
- Conflict resolution and de-escalation techniques
- Strong problem-solving abilities
- Resilience and Persistence
- Detail-oriented and organized
- Active listening and empathy

Technical Expertise

- Tally
- Quick book
- Sapphire-MS
- Salesforce
- Microsoft Office
- LMS-Logistic Management System
- ERP- Electronic Management System

Achievements

Aakash Institute

- Achieved two promotions in Aakash Institute in span of four and half year. Received one lakh plus incentive for half-yearly performance.
- Appreciation mail received from zonal and head office for the best sales call.

Stone Universe

- Successfully added 15 new customers within a three-month period, significantly expanding the customer base and contributing to high volume sales through new accounts.
- Increased customer retention by 40% through the implementation of personalized follow-up strategies and consistently delivering exceptional service to clients.

Language

- Hindi
- English

Personal Details

- Date of Birth: 28/02/1987
- Gender: Female
- Nationality: Indian

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