



Gurmeet Kaur Kalsi

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OBJECTIVE:

“I endeavor to grow and progress with the growth of the organization I work for, constantly setting new standards of productivity and motivating my fellow Professional.”

WORKING EXPERIENCE:

DU (EMIRATES TELECOMMUNICATION INTEGRATED SERVICES)

JANUARY 2017- SEPTEMBER 2018

Designation: Sales Representative

One year and nine months working experience as a Retail Sales Executive.

Job Responsibility:

- ✓ **Achieving monthly targets.**
- ✓ **Handling customer queries.**
- ✓ **Handling Complaints and Queries. Raising a Quality Measure (QM) for complaints**
- ✓ **Creating CRM tickets for customer request & complaint**
- ✓ **Reporting to store manager.**

TATA CONSULTANCY SERVICES LTD.

Dec 2013-Sept 2015

Designation: Senior Process Associate

One years & Nine months working experience in Customer Care Services as a Pricing Specialist.

Job Responsibilities:

- ✓ **The process involves order handling, replying to critical internal customer queries, Customer complaints and follow ups.**
- ✓ **Job profile includes dealing with clients (Account Managers, field Sellers, CSR's) in Europe & MEAF (Middle East Africa) & ASIA PACIFIC.**
- ✓ **Screening all the documents such as Indent, Purchase order, Letter of Credit (LC), etc. Which are necessary while order entry.**

- ✓ Managing Prices for all products and maintain them time to time in the system SAP Enterprise Central Component (ECC) and SAP Process Integration (PI) as per price communication from the stakeholders
- ✓ Releasing Invoicing Order blocks for Asia Pacific & Europe Region.
- ✓ Keeping the Track of Orders entered in SAP and ensuring timely follow – up for Shipments and Documents.
- ✓ Handling Complaints and Queries. Raising a Quality Measure (QM) for complaints on Quality of Product, Special Packing requirement, Goods Damage in transportation, Late Deliveries etc.
- ✓ Performing Root Cause analysis for Each Customers complaint in order to maintain Record of Complaints and bring up solution to avoid such complaints.
- ✓ Preparing monthly reports for different business and accordingly sent it to Product Marketing Manager for data analysis.
- ✓ Preparing monthly price sheets for different business as per the data available in the System.
- ✓ Resolving Price Discrepancies for orders by swift and timely interaction with clients.
- ✓ Making the reports to maintain the track record of Volumes of orders for each month of Various business and Products.

SKILLS

- ✓ MS Office
- ✓ Advanced Excel
- ✓ CRM system
- ✓ SAP R2 & ECC System
- ✓ DSR (Diamond System Reporting) system knowledge
- ✓ Leadership skills handling in group projects.
- ✓ Also Handled & Conducted Events in College.

EDUCATIONAL BACKGROUND

Graduation TYB.COM (2012 - 2013)

First Class (Commerce Field)
Guru Nanak Khalsa College, Mumbai

12th (Higher Secondary Leaving Certificate Examination, 2009-2010)

54.50% (Commerce Field)
Guru Nanak Khalsa College, Mumbai

10th (Secondary Leaving Certificate Examination, 2007-2008)

68.92%
Our Lady of Health High School, Mumbai

PERSONAL DETAILS:

Date of Birth: 21-June-1992

Marital Status: Married
Husband's Name: Ranjit Singh Kalsi
Gender: Female
Visa: Husband Sponsor Visa
Nationality: Indian
Language: English, Punjabi, Hindi.
Passport No: N1690940

CAPABILITIES:

- ✓ Excellent written, verbal, and interpersonal communication skills
- ✓ Good Communication & execution skills.
- ✓ Ability to work individually or in a team
- ✓ Always willing to accept challenges
- ✓ Hard worker with a positive attitude
- ✓ A Good team member Ability to comprehend as quickly as possible.

References and authenticated documents will be furnished upon request