

Address: Sector-52, Wazirabad, Gurugram

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MEENAKSHI

Professional Summary:

Team Leader experienced in directing activities of workgroups. Develops strategies, provides training, sets goals and obtains team feedback. Excellent interpersonal and communication skills. Big picture focus with excellence in communicating goals and vision to succeed. Problem solver, networker, and consensus builder.

Work Experience:

[January 2023] – [September 2023]

[OSC EXECUTIVE] / [BATTERY SMART, GURGAON]

- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards. Collaborating with other teams, such as sales and support assistance, to resolve customer issues and improve the overall customer experience.
- Managed leave requests and absences and arranged covers to facilitate smooth flow of operations.

[November 2021] – [December 2022]

[TEAM LEADER] / [SUNNY TOYOTA PVT. LTD. LUCKNOW]

- Qualified buyers by matching requirements and interests to various car models and discussing finance options.
- Closed sales by overcoming objections, asking for sales, negotiating price and completing purchase contracts.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Conducted regular reviews of sales team and identified areas for improvement.

[February 2018] – [OCTOBER 2021]

[Senior Sales Executive] / [MGS FORD PVT.LTD. LUCKNOW]

- Handling daily customers queries and demands
- Build relationship with customers, Selling finance, insurance, warranty and accessories with vehicle
- Handling customers complaints to reach their maximum support and satisfaction
- Offered friendly and efficient service to customers, handled challenging situations with ease
- Learned new skills and applied to daily tasks to improve efficiency and productivity.

Education:

[2018]

[MBA] / [Dr. A P J Abdul Kalam University, Lucknow]

MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE & MARKETING.

[2013]

[BA] / [Lucknow University, Lucknow]

Bachelor of Art with English & economics

Certification:

- ITI course in computer operator & programming assistant
- AUTOCADD from UPDESCO National Apprenticeship Certification

Skills:

- Customer Relations
- Quality Improvement
- Team Supervision
- Problem-Solving

Hobbies:

- Crypto trading
- Reading
- Cooking

Personal Dossier:

Date of Birth- 6th September 1990

Marital Status- Single

Language - Hindi, English