



KANWALJEET KAUR

SUMMARY

I'm a motivated and enthusiastic worker with 0-10 years of work experience. I take pride in my work, thrive on challenges, and work well under pressure and value teamwork. I want to work with an Organization of repute. Which would offer me a healthy work culture, an atmosphere that enhance my technical skills and offers challenging work environment and excellent growth prospects.

CAREER OBJECTIVE

To learn and develop myself in a professional Organization, To Pursue a challenging Career, rich with immense, learning opportunities ensure professional growth & development through alignment with organization objectives.

WORK EXPERIENCE

Worked with NTC Logistics India Pvt Ltd as Senior Executive (Customer Support) form 1st April 2019 to 31st May 2020

Job Responsibilities

- To enhance the Customer Service and Coordination activities in terms of obtaining the Transportation.
- Business and to Achieve Branch Target & to be a great link between Sales and Operation
- Making Enquiry Report/Target Report /individual Billing Report send in daily Basis/Weekly
- To secure the Minimum possible rates for the customers with respect to Ocean and Air freights
- To coordinate with the Transporters for the shipment locally by road and ensuring the consignment delivery
- Telesales for new and existing clients, service queries/sells visit /Telecalling
- Correspondence and follow up with Sales Team about the Quotations and Orders
- Maintain Enquiry and Quotation in ERP/Enquiry/Rate Procedure/Quotation preparation
- Prepare & Submitted the Tenders.
- Getting rates from branches/Brokers

Worked with Total shipping Logistics Pvt Ltd as a customer service cum Sales Coordinator from Oct 2015 March 2019

- Documentation of Export/Import forwarding & clearance
- Customer retention Services for Air import & Sea Import
- Coordinate with rates for Overseas Agent & Shipping Lines
- Timely submission of bills & payments Collection
- Timely updations status to customers

Worked with **Viatrix India Enterprises Pvt. Ltd.** As. **Asst. Manager Customer Relations** from April 2012 to July 2015

Worked with **PS BEDI CO PVT LTD** as **Customer Care cum Sales Coordinator** from March 2010 - September 2011

Worked with **C.M Logistics Pvt. Ltd.** as **Customer Care Executive** from January 2008 to February 2010 (Dept Air Export) Mainly Dealing With Japan

Worked with **SIRDANWAL OVERSEAS** as Office Coordinator from Oct 2005 to Dec 2007

EDUCATIONAL QUALIFICATIONS

- Passed Secondary Examination from CBSE Board, New Delhi.
- Passed Senior Higher Secondary Examination from CBSE Board, New Delhi.
- B. Com (Pass) From **Delhi University** (2003)

PROFESSIONAL QUALIFICATIONS

- Computerized Reservation System (**Amadeus**) Course from Indian Institute of Tourism and Travel Management, (**IITTM**) New Delhi
- Certificate in Basic Computer Course from **SSI Limited**, New Delhi
- Certificate in Tally 6.3 from sterlite foundation

PERSONAL DETAILS

- ❖ Date of Birth : 26th June 1981
- ❖ Marital Status: : Married
- ❖ Nationality : Indian
- ❖ Language Known : Hindi, English, Punjabi
- ❖ Strengths : Excellent Team Player, Honest, Self Motivated and Hard Working

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Mob NO : 7678191197

Date:

Place: New Delhi

(KANWALJEET KAUR)