**Mail: munswamig@gmail.com Mobile: +919607910407**

**Gajan Shekhar Munswami**

**Career Objective**

To have a job that would enable me to use my talent and skills as well as contribute to organization's goals and which would provide excellent opportunities for career advancement and personal growth.

**EDUCATION:**

* Masters in Business Administration specialization in Marketing (2013).
* B. Com from University of Pune India (2007).
* Higher Secondary from Poona College of Arts, Science & Commerce.
* Secondary Certificate from St. Patrick’s School, Pune India.

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**Skills**

Problem-Solving, Analytical skill, Delegation, Excellent in customer service, Goal setting

**EXPERIENCE PROFILE:**

**Off Road Performance Kuwait, From Nov 2019 - Till Date**

**Assistance Sales Manager**

ORP are known for off-road and camping solution. ORP specialization is in selling and serving accessories from all over the world for the off-road trucks, SUV’s and jeeps.

Roles & Responsibility

* lead in developing new business leads,
* Managing relationships with our current corporate clients and close target business accounts
* Ordering parts in co-ordination with workshop and follow-up.
* Co-ordination with warehouse for parts dispatch and queries.
* Observing and ensure the perpetual and regular inventory activities are carried out at all locations.
* Attending to customer queries and understand client needs and requirements.
* Plan and impart training to bring about continuous improvement
* Manage the entire sales process from prospecting to close working with the team.

**Vodafone Shared Services PVT LTD from Oct 2017 – Till 17th May 2019**

**Customer Care Executives web chat**

Vodafone Group Plc is one of the world's leading telecommunications groups, with a significant presence in Europe, the Middle East, Africa and Asia Pacific.

Roles & Responsibility

* Answering inbound chat, assisting customer with questions related to their account Such as Billing, Network, contract Upgrade, Payments quires.
* Work closely with supervision and compliance team to better assist with first time resolution.
* Addressed customer inquiries in time and accurate manner.
* Work with multiple programs at one time and multitask.
* Ability to problem solve, manage multiple details and handle confidential information

**Mohamed Naser Al-Sayer & Sons Est. Co. W.L.L Kuwait, From May 2013 – July 2017**

**Sales Executive for Automobile Spare Parts Division**

**Mohamed Naser Al-Sayer & Sons Est. Co. W.L.L**

The Al-Sayer Group is one of the major trading companies in Kuwait.

The Al-Sayer Group is the sole authorized dealer for TOYOTA/LEXUS Cars in Kuwait since 1954. They are ISO 9001 Certified company, for achieving an international standard of quality and service, specifically for the service and repair of automotive and commercial vehicles, and the sale of spare parts as a Toyota/Lexus franchise.

Roles & Responsibility:

* Exercise general control over all activities in Stores Department Business plans and budgeting, analysis sales, expenses and inventory to maintain profit goals.
* Maintain proper records.
* To initiate purchase requisitions for the replacement of stock of all regular stores items whenever the stock level of any item of store approaches the minimum limit fixed in respect thereof.
* Check and receive purchased materials forwarded by the receiving department and to arrange for the storage in appropriate places.
* Reserve a particular material for a specific job when so required.
* Issue materials only in required quantities against authorized requisition notes/material lists.
* Assist, warehousing and logistic operations

Maintain profit goals.

**Ventura PTV LTD, From October 2009 – December 2012, [Pune] as**

**Customer Care Executives**

**Next plc** is a British [multinational](http://en.wikipedia.org/wiki/Multinational_corporation) clothing, footwear and home products retailer, headquartered in [Enderby](http://en.wikipedia.org/wiki/Enderby%2C_Leicestershire), [Leicestershire](http://en.wikipedia.org/wiki/Leicestershire). It has around 700 stores, of which 540 are in the United Kingdom and Ireland, and around 200 are in continental Europe, Asia and the Middle East. Next is the largest clothing retailer by sales in the United Kingdom.

 Roles & Responsibility

* Responsible to achieve sales targets for consumer goods and retail
* To provide service and assistance to customers for online sales and shipments
* Responsible for customer management, including customer feedback and arranging promotional details to customer
* Managing customer Invoicing and payment procedure
* To initiate customer sale order and pursue to close the customer sale in system
* Co-ordinate with customer to generate invoice and shipping details Ensure customer payment as per payment procedure and register documentation receipts and sales turnover.

**PERSONAL DETAILS**

2194, New Modikhana Road, Camp

Pune India- 411001

10th July, 1982