



Reshma Shaikh

Janta Surkashit Niwas, Bhandup West, Mumbai - 400078

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Email ID:

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Gender:

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Marital

Female

Status:

Married

Date of Birth: 13 - 02 - 1989

Languages Known: English, Hindi & Marathi

Work Experience

Sumer Group.

Mumbai, Maharashtra

CRM

Sept 2022 – June 2024

- Daily inquiry follows up reminders.
- Working for Retail as well as Residential entity.
- Includes every aspect of booking.
- Timely follow up with clients regarding Demand Letter, Allotment Letter, etc.
- Faster booking and account handling process.
- Generate custom documents like agreement to sales deeds etc.
- Multiple payment methods&schemes.
- Automatic payment reminders.
- Auto interest calculation on overdue payments.
- Inbound and outbound customer interaction.
- Daily auto backups.
- Maintaining weekly reports as per management's requirement.
- Create customer SMS/Email Templates and trigger auto SMS/Emails.

Credit Wise Capital Pvt. Ltd.

Mumbai, Maharashtra

Admin

June 2018 – Jan 2019

- Greet visitors and direct them to the appropriate offices
- Conduct clerical duties, answering phone calls, responding to emails and preparing documents
- Coordinate project deliverables
- Perform accounting tasks, including invoicing and budget tracking.
- Schedule meetings and travel arrangements for senior members of the company.
- Provide administrative support for operations team.
- Monitor the production staff

Jaguar Land Rover.

Mumbai, Maharashtra

Brand Champion

March 2017 – May 2018

- Directly interacting with customer.
- Need Analyze to walk-in customer.
- Taking care of display products and floor.
- Maintaining the price list of the product
- Taking feedback from product specialist
- Taking care of merchandise & accessories

Furniture Walla.

Mumbai, Maharashtra

Asst. Store Manager / Visual Merchandiser

Oct 2011 – Feb 2017

- Day to day sale
- Directly interacting with the customer
- E-mail details to client
- Taking care of display
- Follow up for orders & finalizing the deals
- Follow up for collection & delivery till the items are delivered
- Handling website query & Email to customer
- Maintaining website with new arrival products
- Create appealing and eye- catching visual displays that lead customer through the entire store
- Produce window displays, signs, interior displays, floor plans and special promotions displays
- Change displays to promote new product launches and reflect festive or seasonal themes.

- Interacting with the Architects , understanding their need
- Till the deal is finalized.
- Sending quote to clients and architects for the products
- Visit site and meet the Architect and Client and finalise the deal

Mango (Atria Mall) .

Fashion consultant

- Directly interacting with the customers
- Giving daily reports for sales and stock
- Achieving targets set up by the Sales Manager
- Maintaining the store infrastructure
- Preparing daily & monthly sales report
- Handling cash & credit transactions
- Taking inventory process & carry out smooth inventory
- Discussing & planning with staff about the monthly target
- Store visual merchandising
- All system related work

Education

MD College	F.Y.B.A
MD College	H.S.C
Girls High School	S.S.C

Skills

Technical Skills: Basic Computer Excel Word

Soft Skills: Hardworking Quick Learner Team Player Focused & Determined

Declaration

I do hereby state that all the details mentioned above are accurate and true to the best of my knowledge.
I bear the accountability for any blunder or mistake in the future.

Place: Mumbai

Date:

Reshma Shaikh

