RESUME

 **82/4 RAIPUR ,IIM ROAD LUCKNOW**

 **Tel: 8307336607, 8318096939**

**Mona Tandon E Mail: tandon.mona@ymail.com**

**Objective:** To seek dynamic and challenging career to promote individual opportunity and professional growth by giving positive contribution towards the organization.

**Competencies:**

MIS generation, analyses &Reporting the takeouts to Seniors, Telesales, Front Desk Operations, Collection, Coordination through phone callings, Customer Queries and complaint Management, Customer Care of Key Accounts, Back End Service Management, Cash Management, Record Maintenance, Book Keeping & Filing, Vendor Account Management, Supply Chain Management, MIS Management of Sales Incentive, Coordination for Sales Presentation & Review Meets, Prospect Base Management, Data Base Management.

**Experience:** **Working as a Sr. Manager-CRM (Aug’21-Till Date)**

 **CTC-9 lakhs plus 1.80 lakhs as variables**

**Organisation**: **LJK Construction India Pvt Ltd**

**Profile** Heading the CRM Department

 Formulation of Targets according to Budget Allocated by Management

Maintenance of Reports related to Collection performance on daily, monthly and quarterly basis

Coordination with Banks regarding APF queries and resolution

Handing ERP CRM Module for tracking the customer details

Coordination with Direct Sales Team and Associates regarding incentives and payouts.

Handling of Transfers ,Refunds and Cancellation

Follow up with team for outstanding of customers

**Experience:** **Worked as a Manager-CRM (Jul’12-Jul'21)**

 **CTC-6.74 lakhs plus variables**

**Organisation**: Shalimar Corp Limited

**Profile:** Handling CRM Department in the organization

Assisting in formulation of Targets according to the Budget with the Managers for the monthly review

Maintenance of reports related to daily, monthly and quarter performance reports

Maintenance of MIS

Handling Walkins, transfers and cancellation

Coordination regarding recovery & reminders of outstanding

Coordination with Banks for disbursement of cases

Providing the feedback related to grievances and queries of existing customers

Handling ERP sales module for tracking details of customers

**Experience:** **Worked as a Senior Exe (Oct’09-Till Jun’12)**

**Organisation**: Ansal Properties & Infrastructure Ltd

**Profile:** Dealing with the Walk INS at office and inbound calls

 Distribution of various schemes to sales team.

 Maintenance of MIS

 Assisting in formulation of Budget with the Managers for the monthly review.

 Follow up with the existing customers for the updates of project

 To provide solutions to the customer as per customer query

Maintenance of reports related to daily, monthly and quarter performance reports.

Handling ERP Sales Module for tracking details of Customers

Follow up the outstanding of the customers through reminders and cancellation.

**Experience:** **Worked as Sales Coordinator for U.P.Circle (July’05-May’06)**

**Organisation**: Xenitis Infotech Pvt Ltd (Circle Office)

**Profile:** Sales Coordination with Sales executive and Channel partners for U.P Circle

 Distribution of various schemes to sales team.

 Maintenance of MIS

 Training to Dealers about the change in policies and schemes

 Maintenance of track record of Distributors orders

 Collection of Purchase orders and maintenance of Order Processing Forms

 Handling all support as well as technical queries

 To provide solutions to the customer as per customer query

Onsite call allocation & call coordination between customer and service partners

Maintenance of all database and updation of all documents and service records

 Preparation of periodic reports for Head Office

**Experience: Worked as Sales Coordinator (October’04-Jun’05)**

**Organisation**: ICICI Bank (Operations Branch, Lucknow)

**Profile**: Sales Coordination with U.P.Region (Lucknow, Dehradun, Kanpur, Agra)

 Maintenance of track record of Hold Payments and open cases

 Processing of leads

 Dealing with queries and providing the instant solutions to the merchants

 Closing of cases provided by H.O

 Generation of reports for installation and De-installation

**Experience:**  **Worked as ‘Course Coordinator’** (December’02 – Jan’04)

**Organisation**: **IMS Learning Resources Pvt. Limited** (Agra Centre)

**Profile:** Administration, dealing with enquiries

 Generation of Claim Reports,

 Dealing with the Correspondence tostudents

 Maintenance of Inventory Record

 Handling the Grievances of the students

**Experience:** **Worked as ‘Centre Manager’ at NICE (National Institute of**

 **Computer Education** (April 01-March’02)

 **Profile:** Managing the administration

 Proper guidance/counseling to students

 Immediate solution of grievances of students

 Coordination of activities among Management and staff

**Experience: Worked as Customer Care Officer**

**Organisation**  Omni Tele Communications Pvt. Ltd

 Leading Franchisee of Escotel Mobile Communication in UP (W) (Mar’2000 – Mar’2001)

**Profile:** Immediate solution of the customer complaints

 Proper maintenance of records.

 Proper education of schemes to customers

**Academics:** P.G.D.B.A from Symbiosis Center for Distance Learning.Pune.

**Other Qualifications:** Six Months basic course of C.I.T

 (Certificate in Information Technology) from C.M.C

# Personal Information:

Husband’s Name : Mr. Dweep Tandon

Date of Birth : 21st Feb 1980

Marital Status : Married

Permanent Address : 2-3 Kailash Kunj, Faizabad Road, Indira Nagar, Lucknow

 **(MONA TANDON)**