

Bhawna Ahlawat

Customer Service | Retail Sales | Sales
Support Administrator | Business Sales

Auckland

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AREAS OF EXPERTISE –

- Office Administration
- Managing Crisis Situations
- Persuasion and Negotiation
- Business Development
- Sales & Marketing
- Operational Excellence
- Customer Management
- Order Audit
- Quality control processes
- Inbound and outbound Tele Support
- Customer Service & Support
- Market Intelligence
- Meeting Sales Targets
- Database Building
- Process Management

WORK RELATED SKILLS –

- Able to manage multiple clients across different sites.
- A confident grasp of social media campaigns.
- In-depth knowledge of sales principles, decision making and practices within the customer services industry.
- Result driven and dedicated to achieving individual and team goals.
- Customer focused with a commitment to exceeding expectations through the delivery of excellent service.
- Persistent and skilled at negotiating.
- Maximizing brand exposure.
- Developing relationship with key decision makers and stakeholders.
- Quality assurance management and Project management abilities.
- Organizing skills, mentor experience, excellent work ethics and policy compliance.

PERSONAL STATEMENT

Tertiary qualified, competent, capable, and financially astute individual who has a successful track record of maximising the performance levels of revenue and target achievement.

- Ambitious and passionate individual with strong sales and service background that allows thriving in any competitive and challenging retail environment.
- Possessing key strengths in team spirit, deadline oriented and having the ability to succeed in a demanding customer service environment.
- Competent user of CRM applications like Microsoft Dynamics, Atlas Tax Software, Bankers Workbench, ESP, SAP, Readsoft and customer portals.

KEY SKILLS & CORE COMPETENCIES

Leadership & Calendar Management: Achieve sales and Targets, self-management, motivation, training and coaching, involvement plan, organize, direct and control.

Communication: Easy to use terminology, speak with confidence, friendly, focus on body language, Excellent verbal and written communication skills, strong professional conversation etiquette, openly express ideas, lead group discussions, provide feedback.

Task-Oriented: Handle details, set goals and targets, coordinate tasks, punctual, manage projects effectively, meet deadlines, keep control over budget and pricing, plan and arrange activities, multi-tasks.

Teamwork: Work well with others, sensitive, supportive, motivate others, share credit, counsel, cooperates, delegates effectively, represent others, self-confident, accept responsibility.

Computer Skills: Proficient in Microsoft Suite, good with today's modern technology, understanding various types of software, English typing skills of 50 wpm speed, pulling analytical reports using statistical technique.

Skills & Abilities: Highly motivated, self-driven professional demonstrating strong academic knowledge in new methods, technological & industrial trends, analyze data in an instant, quick decision making.

Management & Business: Skilled in management, planning and implementing market strategies for the potential growth of organization.

RELEVANT AND IMPORTANT INFORMATION

- Open Work Visa valid until 2023.
- Can work for any employer without any restrictions.
- Flexible working in shifts.
- Superior written & verbal communication.
- Expert in MS Office 365 & Internet.
- Open to relocate outside Auckland.
- Restricted NZ driver's license.

EDUCATION & PROFESSIONAL DEVELOPMENT

Post Graduate Diploma in Business	AUT University	2020
Master's in Commerce	Osmania University – India	2017
Bachelor's in Commerce	Delhi University – India	2015

CAREER SUMMARY

Sales Support Executive	Energizer New Zealand Limited	Nov 2021- Till date
Service Consultant	ANZ Bank New Zealand Limited	July 2021- Nov 2021
Store Manager	Full Tank Limited, Mission Bay	Nov 2020 – July 2021
Store Assistant	Full Tank Limited, Parnell	Aug 2019 – Oct 2020
Tax Associate	Ryan India Tax Services, India	Jan 2017 – Mar 2018

SELECTED RESPONSIBILITIES AND ACHIEVEMENTS

Sales Support Executive- Energizer NZ LTD., Auckland November 2021- Till date

- Manage and review Energizer products, prices and trade spend submissions to assist client requirements for WWNZ, Bunnings and Foodstuff.
- Supporting Key Account Managers through validation and extracting of National sales data and sharing the updates on performance metrics to the management.
- Collaborate with the Customer Supply chain and planning team to improve availability and forecast.
- Briefing field team on monthly account priorities, measuring implementation results and customer KPIs.
- Responsible for loading NPDs, updating sales promotion calendar, Coordinate the promo events with field managers and analysing the data to determine the efficiency of promotions.

Service Consultant – ANZ Bank New Zealand Limited, Auckland July 2021-November 2021

- Efficiently manage financial transaction of clients by utilizing various software applications and complying with bank policies.
- Receive inbound calls to assist customers with setting up accounts for the windup process.
- Maintain database for customer interactions and follow up to ensure customer problems are resolved.
- Recognised for providing valuable feedback and strategies in the Windup process.

Store Manager – Full Tank Limited, Mission Bay, Auckland October 2020 – July 2021

- Deliver exceptional customer service in a fast paced and constantly changing retail environment.
- Responsible for budget and revenue estimation on a weekly basis.
- Accountable for KPI's for the store and performance management of individuals in a team.
- Act as a customer's advocate to extend resolution around billing queries, customer satisfaction and experience.
- Recognised for quarterly scorecards of maintaining Weekly Revenue \$10k, Monthly Gross Profit 80%. Awarded titles of Customer Obsessed & Admired Superstar.

Store Assistant – Full Tank Limited, Parnell, Auckland August 2019 – October 2020

- Drive sales through outstanding customer service, deliver quick service and quality products.
- Go extra miles by assisting the managers on the daily operation tasks, as well as providing valuable field feedbacks.
- Manage Cash operation & EFTPOS handlings accurately.

Tax Associate - Ryan India Tax Services, India January 2017 – March 2018

- Research and retrieve Assessment Notices and Tax Bills for Real and Personal property of clients.
- Calculate and update property assessments and taxes and maintain internal software databases.
- Call US Jurisdiction to obtain property record cards and confirm the Assessment values and Appeal due dates.
- Help clients from being overtaxed by processing tax bills well before deadline.
- Used MS Excel, Access and MS office extensively to develop reports and perform several tasks.

COMMUNITY AND VOLUNTEERING EXPERIENCE

Retail Assistant – Auckland City Mission Op shops, New Zealand

July 2020 – July 2021

- Organize stock shelves, answer customer enquiries and keeping an eye on shoplifters.
- Research and price for certain commodities to assist with optimum price tag.
- Click and upload pictures, write descriptions for items to be posted under the trade me website.

Retail Shop Volunteer – Red Cross, New Zealand

July 2020 – July 2021

- Manage the Opening and closing of store independently.
- Work on the till and maintaining cash out at end of the day.
- Help and interact with customers on a regular basis and receiving their feedback on improving sales.

PROFESSIONAL REFERENCES

References on demand.