**Umesh Malhotra**

**2218\169 Ganesh Pura-B, Tri Nagar, New Delhi**

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**Summary**

**Willing to work with an organization that provides an environment of excellence and professional integrity and utilize my communication skills to move ahead and achieve my goals.**

**Highlights**

* Microsoft Office proficiency Telephone Skills
* Computer Proficiency  Vendor Management
* Customer Service  Inventory control
* Data Collection  Data Entry
* Time management ability  Operations experience
* Scheduling proficiency  Market research proficiency
* B2B sales and service  Excellent communicator
* Cold calling  Skilled multi-tasker
* Excel spreadsheets  Dedicated team player
* Strong interpersonal skills  Human Resources Management (HRM)
* Self-starter  Legal administrative support
* Results-oriented  Inventory systems
* Sales & Marketing  Executive Management Support

**Accomplishments**

Managed team of marketing personnel.

*Multitasking*

* Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment. *Administration*
* Answered multiple phone lines, transferred calls to corresponding departments, filed patient records and billed accordingly.
* *Customer Service*
  + Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
  + *Administration*

Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

​ Arranged, scheduled and coordinated all logistics and travel itineraries for staff of 10 employees.

* + - Ensured staff was equipped with all necessary supplies and collateral for long distance travel.
* Maintained status reports to provide management with updated information for client projects.

Assisted in the managing of the company database and verified, edited and modified members’ information.

Cashiered with two cash registers at once in tandem to maximize customer flow.

* + - * + Greeted customers upon entrance and handled all cash and credit transactions.
        + Assisted customers over the phone regarding store operations, product, promotions and orders.
      * Interviewed clients via market research surveys to identify product issues and customer needs.
    - Provided required weekly, monthly and quarterly reports listing sales figures and client track records.
  + Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Planned all meetings and travel for CEO.

**Experience**

Presently Working With Saturn Steels Pvt Ltd. As a Administrator & Sales Assistant for Jan 2014.

Job Responsibilities:

* Supervise and manage all day to day office administrative & Marketing Activities.
* Coordinating with each department for day to day requirement.
* General maintenance like AC, Chairs and other office equipments.
* Housekeeping and general maintenance as well as security Guards.
* Handling of AMC Vendors, Insurance / Warranty renewals.
* Provide general administrative and clerical support including mailing, scanning, faxing and copying to management.
* Maintain electronic and hard copy filing system.
* Maintain office supplies & Stationery for department.
* Call Management – inbound and outbound.
* Overall Administration.

I Worked with Channel Technologies Pvt Ltd for Two Year as a Sr. Process Associate in Tata Consultancy Services (ERP)

Job Responsibilities:

* Making outbound (cold/warm)calls to find qualified leads in the national Market.
* Follow up on company’s marketing inquiries, engage in intelligent conversations with these inquiries and get them interested in setting up appointments or personal meetings.
* Update prospect database with call activities and generate alternate contacts.
* Cultivate prospects till they become qualified leads.
* Generate qualified leads within target accounts as determined by sales.
* Ability to navigate to the Decision Maker.
* Strong individual contributor as well as a team player**.**

**Education**

Graduate (B.Com) From Delhi University, 12th passed from C.B.S.E Board Delhi,

10th passed from C.B.S.E Board Delhi, Hobbies’ Playing Cricket & Net Surfing.

**Skills**

Administrative, Clerical, Copying, Database, faxing, filing, Insurance, Mailing, Marketing, Market, Meetings, office, Requirement, Sales, Scanning, Team player

**Personal Information**

Date of Birth – 12 - July – 1988, Father’s Name – Sh. Sushil Malhotra,Mother’s Name – Smt. Sushma Malhotra, Marital Status - Married, Nationality - Indian, Language’s known - English, Hindi & Punjabi**.**

**Date:**

**Place;  (UMESH MALHOTRA)**