

MANISHA MISHRA

SALES EXECUTIVE

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ABOUT ME

Proven track record in sales, customer care, and technical support roles.

1 year successful Sales Executive experience in the UAE with consistent results.

2 years dedicated to enhancing customer satisfaction as a skilled Customer Care Professional. 1 year providing effective Technical Support, resolving complex issues for client success.

Expertise in building and nurturing customer relationships for loyalty and repeat business.

Proficient problem solver, delivering exceptional service and resolving issues.

Effective communicator, adapting to diverse scenarios and collaborating with teams.

Committed team player driving cross-functional collaboration and organizational success.

Ready to leverage unique skill set for enhanced customer satisfaction and business growth.

LANGUAGES

ENGLISH

HINDI

WORK EXPERIENCE

AL SHOULA GAS COMPANY LLC

Fujairah
Sep 2022- Aug 2023

Sales Executive

Job Profile:

Exceeded sales targets by 20%, converting potential clients into buyers, including restaurants, hotels, and industrial gas customers. approach. Maintained accurate sales records for efficient account management and prompt Enhanced customer satisfaction through strong negotiation skills and improved credit terms.

Collaborated effectively within the sales team and with distributors to optimize our payments.

Guided new customers through the purchasing process and supported their understanding of our products.

Managed existing customer relationships, promptly addressing inquiries and concerns.

Regularly communicated account updates to ensure clarity. Partnered with logistics, operations, and accounts teams for seamless product delivery and support

Committed to efficient payment follow-up, minimizing bad debts, and swiftly converting leads into loyal customers.

COVERGYS INDIA PRIVATE LIMITED GURGAON INDIA

Gurgaon India
July 2019- Sep 2022

Senior Customer Care Executive

Job Profile:

Customer Interaction: Communicate professionally and promptly through various channels to address inquiries, offer solutions, and resolve issues.

Problem Solving: Analyze and resolve customer concerns, aiming for quick and effective solutions.

Product Knowledge: Possess a deep understanding of company offerings to provide accurate information.

Order Support: Assist with order placement, tracking, and returns, ensuring accuracy and timeliness.

Complaint Handling: Manage complaints by recording details, investigating, and implementing solutions.

Documentation: Maintain precise records of interactions, transactions, and feedback.

Collaboration: Work with different teams to relay customer insights and contribute to improvements.

ADOBE TELEPERFORMANCE

Jaipur India
July 2017- Jun 2019

Technical Support Executive

Job Profile:

Provide technical support to customers via various channels, addressing inquiries and troubleshooting issues.

Possess a deep understanding of company products and services to offer effective assistance.

Analyze and diagnose technical problems, resolving them accurately and efficiently.

Escalate complex technical issues to higher support levels when required.

Maintain detailed records of customer interactions, solutions provided, and troubleshooting steps.

Collaborate with cross-functional teams to relay customer feedback and contribute to product enhancements.

Assist customers in understanding product features, usage, and best practices.
Ensure adherence to established service standards and protocols to deliver consistent service quality.

EDUCATION

NTTF (NETTUR
TECHNICAL
TRAINING
FOUNDATION)

2016

● **Diploma In Computer Engineering**
1-6 Semester 69% Aggregate

C.B.S.E.

2013

● **Secondary Education**

C.B.S.E.

2011

● **Secondary Education**

SKILLS

Customer Service



Sales



Rapid Learning



Communications



Technical Support



HOBBIES

Travelling, Cooking,