## Samir Ansari

## Email: [sameerz88@yahoo.com](mailto:sameerz88@yahoo.com)

## Mobile no. +919987863797

## Govandi, Mumbai-400043.

## Profile summary

*Sales Support* Executive with 6 years of experience in attending company email, customer support etc

Proficient in Sales Force & MS Office (Word, Excel, PowerPoint and Outlook)

## Work Experience:-

Gemini Power Hydraulics Pvt. Ltd January 2016 – Present

*Executive* - *Sales Support*

* Answered all company emails received by customer on a daily basis.
* Assist customers with queries related to their order status, available products, dispatch details, payment details, etc via Emails.
* Experience of Sales Force CRM as user
* Update & maintain data integrity of customer & contact information
* Responsible for handling front office and administration duties

Peninsula Facility Management Service Ltd. March, 2011 – January, 2014.

*Serviens Associate (Concierge front desk)*

* Assisting with government jobs like passport, ration card, pan card, driving license etc.
* Making restaurant reservations, travel bookings, arrangement of tickets to special events.
* All utility bill payments.

Hotel Le Royal Meridien, Mumbai. December, 2009 – July, 2010.

*Executive – Front Desk*

* Guest reservations, room vacancies, check In/Out.
* Dealing with and resolving customer complaints.
* Keeping up to date on all hotel products, services, pricing & promotional offer.

## Qualification:-

Passed H.S.C (10+2) from Maharashtra state board in 2005.

Passed S.S.C from Maharashtra state Board in 2002.

## Professional Qualification:-

Diploma course in Aviation, Hospitality and Travel Management from Frankfinn Institute of Airhostess Training.

## Personal Data:

Date of birth: 3rd June, 1986.

Gender: Male.

Languages: English, Hindi, and Marathi.

Hobbies: Swimming, Gardening, and Photography.

Strength: Adaptable, Polite, and Loyal.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Place: Mumbai Samir Ansari