





# Soumya K. S

## PROFESSIONAL SUMMARY

Highly motivated and hardworking professional with **10 years** of solid work experience in the field of **Office administration, Customer Relation, , Sales, Collection, MIS reports analysis & preparation.**

## WORK HISTORY

**Sales Officer** 11/2021 to 08/2022

**Thrissur Builders Pvt Ltd., Thrissur, Kerala, India**

- Responsible for assigned sales targets & achieved monthly targets
- Follow up the customers for payment as per payment schedule
- Prepare MIS reports and submit to management.
- Keep customer follow up details in register & CRM software
- Maintain good relation with client.

**Sr. Customer Care Officer** 01/2017 to 12/2020  
**Infra Housing (p) Ltd - Cochin , Kerala, India**

- Currently handling 200+ Clients directly in 3 prestigious ongoing housing projects.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Works with management to develop and implement strategic plans, initiatives, and directions. Works with customers and internal teams to resolve issues.
- Obtained documents, clearances, certificates and approvals from local, state govt agencies.
- Supported the Sr. Management with daily operational function
- Regular follow up with the customers for the balance payment as per the target given by the management.

**Customer Relationship Officer** 06/2015 to 12/2016  
**Kent Construction Pvt Ltd - Cochin , Kerala, India**

- Answered 50 + inbound calls per day to address customer inquiries, resolve issues, and provide information on new products and services and directed inbound calls to designated individuals or departments.
- Assisted customers by answering questions and solving problems.

## CONTACT

Address : Karukayil House,  
Jawahar Road, P. O Palissery,  
Palakkal, Thrissur-680 027

Mobile: +9190740 06894

Email: soumyaaks100@gmail.com

## SKILLS

- Office administration
- Excellent customer service skills
- MS Office proficient
- Proficiency in Office programs
- Inventory management proficiency

- Timely feedback to the top management about the market information to enhance the customer satisfaction.
- Assisting the sales team to close the deal and support them to finish the documentation.
- Prepare MIS reports and submit to management.

**Admin assistant** 06/2013 to 05/2015  
**Alshifa Hospital - Cochin, Kerala, India**

- Prepare patients registration
- Keeping all file records of patients
- Keeping all the patients details in system

**Sales Support Administrator** 04/2011 to 05/2013  
**Vision Honda (Authorized Honda cars dealer) - Thrissur , Kerala, India**

- Preparation of daily reports to the management about the Sales, Inventory, Collection, Prospects etc.
- Assisting the Sales Head by providing accurate sales reports, individual sales trafficking.
- Preparation of Inventory reports and order vehicles from the factory as per HODs instructions.
- Update the Honda Principle online site (HSIL) with daily sales, stock & prospect and pink card status.
- Update the Sales promotional activities cost sheet prospect list.
- Prepare the corporate account details and claim the special discount from principles.
- Assist the HOD with daily sales, Inventory, Collection, close checking of allocation of vehicles from HSIL, ordering the vehicles from HSIL.

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## **EDUCATION**

Bachelor of Economics, 2006  
**University of Calicut , Kerala**

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## **PERSONAL DETAILS**

Nationality: - Indian  
DOB: - 19.09.1985  
Passport no: - M0198365 (Expiry-16.07.2024)  
Gender: - Female  
Language Proficiency: -English, Malayalam