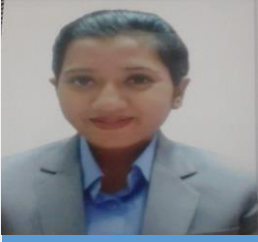



# Ananya Dutta



## Contact

### Address:

 198-199, H.B.C Colony,  
Sonapat-131001 (Haryana)

 +91-7419133788

 [ananya82.dutta@gmail.com](mailto:ananya82.dutta@gmail.com)

**D.O.B – 16th February, 1996**

## Education

- **Bachelor of Science** in Hospitality & Hotel Administration from IHM Gurdaspur
- Senior Secondary from CBSE board in 2014.
- Higher Secondary from CBSE board in 2012.

## Professional Education:

MBA in Marketing from Deen Bandhu Chotu Ram University

## Languages

English

Hindi

Bengali

**Summary** – 5 years experience in marketing management in B2B sales, delivering profitable solutions to drive sales, attract & maintain customers and build a solid corporate brand.

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### **PREET MACHINES LIMITED. -01/2023 till date**

One of the biggest manufacturers of Rolling Mill, exporting 40+ worldwide countries.

### **Designation - Manager Sales (Ghaziabad)**

#### **Key Responsibilities:**

- Handling customer complaints over mails & calls and organizing customer meetings.
- Representing organization in promotional events
- Preparing daily status report of all the new leads generated.
- Communicating with overseas shipper / agent through email.

### **ARB BEARINGS LIMITED- August, 2019 To December, 2022**

**ARB bearings** is one of the eminent engineering companies of India, known for manufacturing bearings.

### **Designation – Assistant Manager Marketing (Noida)**

#### **Key Responsibilities:**

- Developing business and new customers within the country particularly in Chhattisgarh region through door to door marketing and through database.
- Handling customer complaints and providing them the best service on priority basis
- Following up for orders & payments from customers
- Keeping a track of their shipments and keeping them updated from time to time.
- Monitoring and reporting to senior managers on the effectiveness of strategies/campaigns
- Able to quickly understand customer needs and to deliver timely and cost-effective solutions
- Planning and attending promotional events for company
- Maintaining all the official documents of the customers and helping them with any kind query or doubt.

**MC DONALD'S INDIA.-08/2017 to 3/2019**

**Designation-Assistant Store Manager (Sonipat, Haryana)**

## **Skill Highlights**

Proficiency with communication skill, team handling

Strong decision maker

Strong customer handling, scheduling and decision-making skills

Presentation & Public speaking skills

## **Achievements**

Collaborated with big companies like Jindal Steel and JSW Steel.

Handled company outlet in Chattisgarh by taking care of all the inventory, shipments & orders.

## **IT Skills**

Microsoft Office

## **Hobbies**

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## **Key Responsibilities:**

- Handling store related tasks such as maintenance of Inventory, following all the hygiene standards, monitoring all the safety practices, ensuring all the best products delivered to customers.
- Ensuring customer handling by attending customer complaints, providing them the best services on time, working on customer feedback and also confirming that the customer is getting value for their money & satisfied with the solution given to their problems.
- Managing team by planning for each shift, monitoring performance of the team during shifts also taking actions to confirm that the team is meeting company's standards and communicating the details of the shift to the next Shift manager to help him/her run a great shift too.
- Providing training to employees and monitoring their performances.
- Placing orders to maintain inventory from time to time.
- Preparing duty roasters of employees.

**(Ananya Dutta)**