

ABHISHEK BARUA

OBJECTIVE

Seeking challenging career opportunities to build quality results that helps clients to improve their professional and commercial success. I wish to be recognized as an individual who has risen to highest echelon of success through hard work and ability.

Profile

- Dynamic communicator and results-driven professional individual demonstrating outstanding skills in customer service, relationship building and sales.
- Excellent presentation, organizational and problem solving skills while projecting a professional image within the team.
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Experience

Telemarketing at Manulife Securities, Oakville, ON.

Apr 2015- sept 2015

- Cold and warm call clients in support of numerous customer accounts to sell service and merchandise.
- Build immediate repo with clients through friendly and engaging attitude.
- Expertly overcame objections and secured agreements.
- Develop new telemarketing scripts that effectively increase success rate by 22%.
- Assisted management with scheduling training and quality assurance.
- Proceeded up to 300 customers a day.
- Worked with other departments to obtain answers for customer satisfaction.
- Trained new representatives on call procedures and how to build connection to close sales.

Selected Achievement

- Consistently exceeded daily sales targets while doubling quarterly sales goals within the very first month.
- Maintained an achieved high customer satisfaction return rate.
- Earned Top Performance award for each month.

Assistant Restaurant Manager at Pita Lite Mediterranean restaurant, Brampton, ON.

September 2015- January 2017

- Develop and maintain a staff that provided a hospitable, professional service while adhering to policy and business initiatives.
- Regularly updated computer systems with new pricing and daily marketing special initiatives.
- Communicated well and use strong interpersonal skills to establish positive relationships with customers and employees.
- Carefully prepared weekly payrolls to keep up projective revenues for the week.
- Worked closely with chef and cooks to determine menu plans for special events and occasions.
- Console and discipline staff when necessary. Stocked counter storage area and customers table top dispensary.
- Exceeded given sales targets while maintaining customer satisfaction at the same time.

Education

- Bachelors of Digital Enterprise Management Specialist.
University of Toronto
graduation: April 2019) 2014- Ongoing (Expected

References Available