

# Sonalika Singh

sonalikasingh7733@gmail.com

9120101549

Noida, Uttar Pradesh

## Education

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### B.Voc(IT-ITES)

Ewing Christian college • Prayagraj, UP

07/2021

## Skills

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Customer service, Microsoft word, Leadership, Microsoft excel, Problem Management

## Experience

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### Telesales Executive

Affinity Education Pvt Ltd

05/2023 - 12/2023

- Dealing with calls in highly professional manners
- Provide product Information, facilitated customer-service and made sales
- Responsible for handholding prospective students and guiding them through the entire admission process including admission test and interviews.

### Customer Care Representative

Cogent E Services Pvt Ltd

10/2022 - 04/2023

- Communication with customers who have escalated issues to determine beneficial resolution and ensure timely follow-up to verify that complaints have been addressed and satisfied
- Communication with customers to ensure product understanding, answer questions, and facilitate conflict resolution
- Answered calls professionally providing complete information about the product.

## Languages

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Hindi, English

## Professional Summary

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Organized and skilled customer support executive with skills in responding to customer queries and clearing their doubts on various issues related to the services offered. I am seeking a position in a renowned organization whereby I can leverage my skills in customer service. Corresponding, problem solving, reporting and documentation while contributing to my growth.