

# Jyoti Kaushik

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## Key-Skills:

Tele-Calling/Cold Calling	Customer Service	Lead Generation
Sales and Upselling	Follow-up	CRM

## Work Experience:

Organization: E-Tech Services Pvt Ltd  
Duration: April'2019 To Till Date

Designation: Executive-Tele-Calling  
Location: Gurugram, Haryana

## Roles and Responsibilities:

### Cold Calling:

- Initiate outbound calls to potential customers or clients.
- Introduce products or services to generate interest and gather information.

### Lead Generation:

- Identify and qualify leads through conversations with prospects.
- Collect relevant information about potential customers for follow-up.

### Customer Service:

- Handle inbound calls from existing customers seeking assistance or information.
- Resolve customer queries, concerns, or issues effectively.

### Product/Service Knowledge:

- Acquire in-depth knowledge about the products or services offered by the company.
- Communicate product features, benefits, and pricing to potential customers.

### **Sales and Upselling:**

- Promote and sell products or services to prospective customers.
- Identify upselling opportunities to maximize sales revenue.

### **Follow-Up:**

- Follow up with potential leads or customers who have expressed interest.
- Ensure timely response to customer inquiries and requests.

### **Adherence to Scripts:**

- Follow predefined scripts or guidelines for communication.
- Modify scripts as needed based on the conversation and customer response.

### **Achieve Targets:**

- Meet or exceed sales targets and quotas set by the company.
- Work towards achieving individual and team goals.

### **Feedback and Reporting:**

- Provide feedback to the sales or marketing team based on customer interactions.
- Generate reports on call metrics, leads, and sales activities.

### **Customer Relationship Management (CRM):**

- Use CRM software to update and manage customer information.
- Ensure the accuracy and completeness of customer records.

### **Continuous Learning:**

- Stay informed about industry trends, products, and competition.
- Participate in training sessions to enhance skills and knowledge.
- work closely with sales and marketing teams to contribute to overall business success.