


# MARZIYA SULTANA

## Telemarketer

 +91 7975729629

 marziasultana211@gmail.com

 Malad West, Mumbai

## EDUCATION

**Bachelor of Business  
Administration (Pursuing)**  
Manipal University Jaipur

**Digital Marketing  
Course (NIDM)**

## EXPERTISE

Customer service

Cold-calling

Relationship building

Sales

Digital Marketing

## LANGUAGE

English

Hindi

## Experience

○ **Nov 2022–Jan 2024**

### Carpedium Group

- Make proactive outbound calls to customers who have already applied for an ICICI credit card.
- Build rapport with customers to enhance their interest in obtaining an ICICI credit card.
- Effectively promote the advantages of ICICI credit cards and highlight key features that align with the customer's needs.
- Guide customers through the process of collecting and submitting necessary documents for credit card application.
- Capture relevant customer information and preferences to pass on to the backend team for further processing.
- Conduct follow-up calls to track the progress of document submission and address any additional queries customers may have.
- Stay updated on product knowledge, terms, and conditions to provide accurate information to customers.
- Regularly review and analyze personal performance metrics to identify areas for improvement.
- Participate in training sessions and workshops to enhance product knowledge and sales skills.

## Declaration :

I hereby declare that the above particulars of facts and information stated are true, correct, and complete to the best of my belief and knowledge.