**NITHISH PASUMARTHI**

**Email :**[nithishpasumarthi2844@gmail.com](mailto:nithishpasumarthi2844@gmail.com)

**Mobile :** 9121118333

**SUMMARY :**

Responsible Process Consultant passionate about delivering outstanding quality and Service.

Offering 3.1 years of experience in industry of automobile with history of recognition for performance.

**EDUCATION :**

2019

Gitam University | Visakhapatnam, AP

B.Com Accounting

* Degree Graduate
* Coursework in Generals

**EXPERIENCE :**

12/2019 – 01/2023

**Process Associate**

**IEneziger |** Noida, India

* Having 3.1 years of experience in the process of Hyundai Sales.
* Acknowledge the queries on time as per the concern.
* Council the Clients regarding the new features on upgraded products and services.
* Follow up the Eligible leads accordingly.
* Handling interested clients to move to next stage of the process.
* Transfer the leads to the right department.
* Routing language barrier and other department tickets to the right team.
* Making daily, weekly & monthly reports as per the leads which I got every month.

**ROLES AND RESPONSIBILITIES :**

* Handling inbound communication in a professional manner through chat.
* Maintaining a positive & professional attitude towards customers at all the times & working with various internal teams to ensure, prompt & accurate responses to the customers.
* Resolving customer inquiries and requests and ensuring strong customer satisfaction.
* Provide solutions with maintaining standards of quality.
* Maintain accurate customer records.
* Actively participate in team meetings.

**SKILLS :**

* Multitasking Abilities
* Active Listening & Critical thinking
* Time management
* Communication skills
* Marketing
* Knowledge of process

**LANGUAGES :**

* Telugu
* Hindi
* English
* Kanada