

DIVYA BARMATE

SENIOR SALES REPRESENTATIVE

WORK EXPERIENCES

Aug 2022 – Present

SENIOR SALES REPRESENTATIVE

Microorbit Consultants

- Cold Calling
- Selling our full suite of voice, data, and internet products to small and medium businesses.
- Use your entrepreneurial mindset to identify and pursue new sales opportunities.
- Build and maintain your sales funnel. Hunt for and qualify new leads
- Negotiate sales contracts, and close new business deals
- Identify and analyze our client's business requirements, propose potential solutions,
- Establish and maintain strong and trusting relationships with Business owners, managers, and/or IT decision-makers

Feb 2022 – Aug 2022

SR. EXE – SERVICE DELIVERY

Ementalist

- Handled admin responsibilities for Bluestone Sales and Lettings.
- Handling inquiries and assisting tenants data handling.

CONTACT



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road, Ambawadi 380006

EDUCATIONS

Apr, 2012 – May, 2014

12TH STANDARD

Senior Secondary School Sector – VII

Sept 2021 – Feb 2022

ASST CUSTOMER RELATIONS MANAGER

Winny Immigration and edu Service pvt. Ltd

- Keeping up-to-date with alterations to immigration laws.
- Meeting with prospective and extant clients to gauge which services they require.
- Providing clients with all pertinent documentation.
- Assisting clients with the completion of paperwork, and ensuring that this is submitted on time.
- Verifying the authenticity of paperwork and supporting documents.
- Ensuring that pets undergo medical checkups, and then making appropriate accommodations to ensure that they are transported in a safe and legal manner.
- Helping clients to find appropriate shipping solutions.
- Preparing and providing invoices for your services.

Dec 2018 – Jun 2020

CLIENT SUPPORT EXECUTIVE

Unipath Solutions Ltd

- Performed customer needs assessments and coordinated resolutions with supply chain and quality teams.
- Controlled resources and assets for a maintenance company activity for compliance with industry standards and government regulations
- Opened and closed locations and monitored shift changes to uphold successful operations strategies and maximize business success.
- Listened to customers' questions and concerns to provide answers or responses.
- Responded to disruptive events using crisis management techniques to offer corrective solutions and maximize customer satisfaction.

Feb 2016 – Oct 2016

SR. PRACTITIONER

Concentrix IBM Daksh

- Recommended solutions to complex situations through
- research and critical thinking and escalated customers to supervisors for enhanced support.
- Providing technical support to the customer regarding broadband, setup box, and network connection.
- Informing them about the ongoing offers and plans.
- Handling customer's issues and queries via calls and emails.

Jun 2020 – Jul 2021

CLIENT SERVICE EXECUTIVE

Aditadv Digital Pvt. Ltd.

- Developed and actualized customer service initiatives to decrease wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Offered basic technical support for clients on a wide range of company products.
- Resolved concerns with products or services to help with retention and drive sales.

May 2017 – May 2018

CUSTOMER RELATIONS EXECUTIVE

Vodafone India Shared Services Pvt Ltd

- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to achieve resolution.
- Established performance and service goals and holds associates accountable for individual performance.
- Maintained client files with sales contracts, records of client interactions, client notes, and other information.
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
- Provided accurate information about promotions, customer programs, and products, helping drive high customer retention.
- Learned and maintained an in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.