

# SWETA KHOPADE

CUSTOMER SALES & SUPPORT REPRESENTATIVE

## OBJECTIVE

---

Customer-centric professional with more than 5 years of experience serving customers in different roles. Proven ability in engaging customers, resolving complaints and strengthening customer-client relationships. Seeking a rewarding position with a company that values its customers.

## PROFESSIONAL SUMMARY

---

A technology enthusiast, having hands-on experience in operating, testing and providing technical support. Ability to work in a fast-paced environment, highly organized with a creative flair for project work, Team player and self-starter.

## WORK EXPERIENCE

---

### Make My Trip

Customer Support-Holiday Expert Channel  
June 2019 - Present

Customize Holiday Package Itinerary As Per Client Requirements.

Responsible for advising clients about suitable travel options in accordance with their needs, wants and capabilities.

Respond to customer queries in a timely and accurate way, via phone, email or chat.

Maintained a knowledge base of the evolving product offerings in different destination and improved customer retention. Proactively recommending new product to existing customer.

Maintained up to date customer records in CRM while interacting with customer across email, phone and social media.

Attending Customer Queries & Complaints from Holiday Expert Channel.

### Yantram Bpo Services Private Ltd

July 2006-2010

#### Customer Support Executive to Business Development Executive.

Developed and present proposals and final agreements with launch details to Management team.

Cross trained and backed up other customer service manager.

Met all customer call guidelines including service level, handle time and productively.

Fostered an environment which encouraged continual process improvements.

Developed highly empathetic client relationship and earned a reputation for exceeding service standard goals.

## CONTACT

PHONE:  
+91 960-139-1865

## EMAIL

[Sweta.chaudhary1010@gmail.com](mailto:Sweta.chaudhary1010@gmail.com)

## SKILLS

CRM  
NPS  
Productivity Tools  
Web Tools  
Databases  
Common Software  
Commercial Technologies  
Microsoft Office

## EDUCATION

### Pillai's Institute of Information Technology -2008

Bachelor of Science IT.

### St Joseph Higher Secondary School -2005

Science Stream.

## HOBBIES

Reading books  
Travelling  
Yoga  
meditation

## PERSONAL ABILITIES AND SKILLS

Quick Learner  
Hardworking  
Good communication skills  
Extraordinarily Disciplined