

## ABOUT ME

Ambitious and driven professional with expert knowledge client Dealing in the Service Industries. Strong interpersonal skills, a friendly and approachable disposition together with hone psychological and interpersonal skills lends to a position where rapid reading of situations and subsequent reaction is required. A self-starter can work efficiently on own initiative or can integrate easily into a team environment.

## LANGUAGES

HINDI

GUJARATI

ENGLISH

# FALGUNI GOSWAMI

BACK OFFICE EXECUTIVE

📍 AHMEDABAD, AHMEDABAD, 382418, INDIA

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## WORK EXPERIENCE

**AEGIS LTD**  
AHMEDABAD  
May 2013 - Jun 2014

### Customer care executive

( Successfully served as a Customer care executive from May 2013 to June 2014 eg. 1 year) KEY ACHIEVEMENTS: - Customer query solving Customer Satisfaction Solve Network Issue in Outbound Department Time to Time Updating and Training Review documents Provide enough information to Customer

**JUST DIAL LTD**  
AHMEDABAD  
Jul 2014 - Jan 2016

### Tele - Marketing

(Satisfactorily served as a Tele - Marketing from July 2014 to January 2016 ) KEY ACHIEVEMENTS: -  
-Email Coding-Decoding  
-Data maintaining  
-Calling to given data  
-Target achiever  
-Solve complains  
-To provide solutions to different Problems  
-Maintain strong relationships with clients  
-Rewarded by many certificates related extra ordinary works and dedication.

**MI SERVICE CENTER**  
AHMEDABAD  
Sep 2017 - Feb 2021

### Tele caller Cum Front desk Executive

Workes As Telecaller, Feedback , Backoffice, Admin work and into the Documentation work  
Maintained detailed product knowledge to competently and expertly advise customers.  
Made high volume of sales calls per day exceeding company outbound call targets.  
Handled and quickly resolved customer issues regarding product sales and customer service problems.  
Dealt with complex customer complaints professionally and politely, resolving issues with favourable solutions.

**VIVO SERVICE CENTER**  
AHMEDABAD  
Mar 2021 - Present

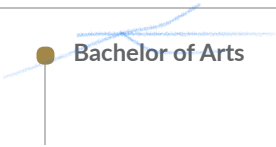
### BACK OFFICE Executive

Customer Handing  
Tele calling on given data  
Maintain Customer feedback  
Data Operating & Data submission in system  
Maintain good Repo with clients  
Healthy interaction with customers  
Complains Resolution  
Involve in administrative work  
Organise training schedules  
Current Package- 20000/-  
Expected Package- 26,000 /-  
DECLARATION:

I hereby declare that the above-mentioned particulars are true & correct to the best of my knowledge and belief

EDUCATION

GUJARAT  
UNIVERSITY  
2020



SKILLS

SALES



CUSTOMER SATISFACTION



COMMUNICATIONS

