

RESUME

MUSKAAN CHOUHAN

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WORK EXPERIENCE:-

Senior Sales Executive

Praveg Communication India Pvt Ltd

Ahmedabad, Gujarat, IN

March 2022- Current.

- 25% increase in lead generation and a 20% increase in sales revenue.
- Built and maintained relationships with clients through effective communication, follow-up, and relationship management, resulting in a 30% increase in client retention and repeat business.
- 15% increase in sales closures and exceeding sales targets by 20% for two consecutive quarters.
- 40% increase in referral business and expanding the company's network of partners.
- Achieved a 10% increase in average deal size through strategic upselling and cross-selling techniques, resulting in increased sales revenue and profitability.
- 35% increase in successful product demonstrations and accelerated sales conversions.

Chat Support Executive

Teleperformance Rebel

Mohalli Chandigarh

August 2021- March 2022

- Achieved a 90% customer satisfaction rate for issue resolution.
- Built and maintained positive relationships with customers, establishing resulting in a 20% increase in customer loyalty and repeat business.
- Provided timely and professional chat support to an average of 50+ customers per day, addressing their inquiries, issues, and concerns.

- Resolved over 500 technical and non-technical customer issue and 95% prompt issue resolution rate and increased customer retention.

Front Office Executive

Hotel GenX Ajmer Rajasthan, IN

January 2021- August 2021

- Revamped front desk operations, including greeting and welcoming an average of 100+ guests per day, handling incoming and outgoing calls, managing appointments, and ensuring efficient and professional front desk operations
- Provided excellent customer service to guests, addressing their inquiries, requests, and complaints in a professional and courteous manner, resulting in a 95% guest satisfaction rate based on feedback and reviews.
- Implemented a streamlined check-in process, reducing guest wait time by 20% and improving guest satisfaction scores by 15% as measured by guest feedback and surveys.

HR Trainee

Radisson Blu Jaipur Rajasthan, IN

May 2019- July 2019

- Facilitated in recruitment processes, including posting job ads on various platforms, reviewing an average of 100+ resumes per week, scheduling interviews, conducting initial screenings, and coordinating with hiring managers and candidates, resulting in a streamlined and efficient recruitment process.
- Directed in addressing employee inquiries and providing basic HR information, achieving a 95% employee satisfaction rate with HR services, as measured by feedback surveys.
- Prepared in managing employee benefits, such as health insurance, retirement plans, and other perks, by processing benefit enrollments for an average of 200+ employees, ensuring timely and accurate benefit administration.

EDUCATION:

Bachelor of Business Administration (BBA)

Sophia Girl's College Ajmer ,Raj, INDIA.

Graduated Sep 2020

SKILLS:

- Sales Strategy & Execution
- Market Research & Lead Generation
- Client Relationship Management
- Sales Proposal Preparation & Negotiation
- CRM Software & Sales Tools
- Up selling & Cross-selling Techniques
- Presentation & Demonstration Skills
- Complex Issue Escalation & Resolution
- Leadership & Team Management.
- Communication .
- Microsoft Office Suite (Word, Excel, PowerPoint).

LANGUAGES:

- Fluent in English and Hindi

DECLARATION:

I declare that the above information is true and accurate to the best of my knowledge.

Date:

Place:-Ahemdabad, Gujarat , INDIA