

**Mitva Vihol**

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## **Professional summary**

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Knowledgeable and dedicated customer service professional with 1 years of experience. Solid team player with outgoing, motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization.

## **Skills**

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- Strategic Sales Knowledge
  - Good listening Skills
  - Customer Complaint Resolution
  - Proficiency in Customer Handling
  - Holistic Experience in Travel Sector
  - Good Command over English
  - User friendly Report Building Skills
  - Sales Goals
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## **Work Experience**

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**R.K. Vacations Pvt. Ltd.**  
(Ahmedabad )

June 2018 - August 2019

- **Calling experience with customers and promoting all Travel services**
- **Solving Complains and Problems of customers during their traveling**
- **Business to Business work experience in Domestic Packages**
- **Domestic sector package bookings**

**Unisys Overseas**  
(Ahmedabad)

January 2021-March 2021

- **Handling incoming calls**
- **Calling experience with students for student visa and IELTS exam inquiry**
- **Handling reception area and walk-in inquiries.**

### **Dr Detox Weight Loss Clinic (Currently Working)**

- **Handling Sales**
- **Calling experience with clients who inquire about weight**
- **Explaining clients about whole program and convert them to take our programme**

### **Education**

- **N.M. Zala & G.N. Zala(Gujarat University)** Jun 2015 – June 2018  
(Ahmedabad, India)
  - **Bachelor of commerce**
- **Shree Vidyanagar High school(Gujarat board)**  
(Usmanpura, Gujarat) June 2015