

Gajal Dalmia

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Sindurpank, Sambalpur, Odisha 768005
Nationality: Indian | Marital Status: Unmarried | Religion: Hindu | Birthday: 19.09.1996

Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Work Experience

TTEC05/2022 - Nowadays

Customer service Representative -International

- Respond to customer queries and customers concern.
- Demonstrates effective, clear and professional written and oral communication.
 - Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
 - Actively seek solutions through logical reasoning
 - Demonstrates strong problem-solving capabilities and assist customers in case of any issues
 - Provide excellent customer service to our customers
 - You should be responsible to exhibit capacity for critical thinking and analysis.
 - Responsible to showcase proven work ethic, with the ability to work well both independently and within the context of a larger collaborative environment
 - Basic knowledge of how digital payments work required

Frontrow04/2020 - 04/2022

Business development executive and Customer Support-Operations

Business and revenue growthType your text

Researching, planning, and implementing new target market initiatives

Researching prospective accounts in target markets

Pursuing leads and moving them through the sales cycle

Developing quotes and proposals for prospective clients

Setting goals for the business development team and developing strategies to meet those goals

Training business development staff

Attending conferences and industry events.

Communicate with the customer in real-time.

Provide updates on the status of the order.

Assist the customer with any issues they have with their orders, products, or services.

Answer any questions about the company's policies and procedures.

Mentorbox (03/2019-04/2020)
HR recruiter and operations

MTECH IN ELECTRICAL ENGG. VSSUT, BURLA 8.5	05/2018 - 05/2020
Btech IGIT SARANG 8.6	04/2014 - 05/2018
12th CBSE Board Vikash Bargarh 71%	05/2012 - 05/2014
10th CBSE Board Madnawati Public School 9.6 cgpa	10/2000 - 05/2012

Skill

Critical thinking and problem solving. Teamwork and collaboration. Professionalism and strong work ethic. Oral and written communications skills. Leadership. Time management skills.	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
-Email Drafting Proofoeading Communications skills Ms Office-Ms Excel, Ms Word, Powerpoint, Outlook Translations, Salesforce	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
Multi tasking Leadership	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>

Interest

Music, Dancing , Gardening, Cricket