

YASHODA

Contact

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Professional Summary

Dedicated and result-oriented individual with 1 year of experience in telecalling, equipped with strong communication and problem-solving skills. Currently pursuing graduation from Delhi University, seeking a challenging position in customer support or telecalling where I can contribute to organizational growth while enhancing my interpersonal skills.

Work Experience

Recovery Department as a Telecaller | Aug-2023 to Sep-2024

Core Collect Services Pvt. Ltd

- Handled 60+ outbound and inbound calls daily to promote services and resolve customer inquiries.
- Achieved a monthly conversion rate of over 30% by effectively communicating the value proposition.
- Resolved complaints and provided appropriate solutions within a timely manner.
- Coordinated with the sales and service team to ensure smooth customer service delivery.

Technical Skills

Education

- Office Executive Skill (Advanced Excel)
- DIT (Diploma in Information Technology)
- Web Designing (NIELIT & freeCodeCamp)

Bachelor of Arts (Pursuing) | Delhi University
12th – C.B.S.E, 2020
10th – C.B.S.E, 2018

Strengths

- Positive attitude and strong work ethic
- Willingness to learn and grow
- Confident and polite communicator

Hobbies & Interests

- Reading self-help and motivational books
- Participating in social work and community service
- Learning new communication skills