

 8130380735

 sumitrpanthi13@gmail.com

 Gurgaon

EDUCATION

Senior Secondary

Central Board of Secondary Education,
India, Gurgaon

- 2016

B.Com

Delhi University, India, New Delhi

- 2019

SKILLS

- Communication Skills
- Empathy
- Problem-Solving Skills
- Telephone Etiquette
- Time Management
- Multitasking
- Stress Management
- Adaptability
- Customer Relations
- Listening Skills

LANGUAGES

- English
- Hindi

SUMITRA PANTHI

SENIOR ASSOCIATE SALES CONSULTANT

PROFESSIONAL SUMMARY

Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues. Friendly and efficient professional devoted to maximizing customer satisfaction with exceptional service and support. Knowledgeable regarding standards with strong skill in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

EXPERIENCE

- April 2022 - October 2024

Senior Associate Sales Consultant

Paisabazaar Marketing and Consulting Private Limited / India, Gurgaon

Department: Loan

Responsibilities:

Engaged with customers to understand their financial needs, and provide detailed information about loan products and services.

Evaluated customer requirements to recommend suitable loan options tailored to their needs.

- Explained loan terms, conditions, and repayment structures to ensure customers made informed decisions.
- Assisted customers throughout the loan application process, ensuring timely documentation, and compliance with company policies.
- Maintained up-to-date knowledge of loan products, market trends, and regulatory guidelines to provide accurate advice.
- Built and maintained strong relationships with clients, ensuring customer satisfaction, and long-term engagement.
- Collaborated with internal teams to process and approve loan applications efficiently.