

SONI PAL

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Summary

Experienced in engaging customers over phone, building rapport quickly, and resolving queries efficiently. Excellent at multitasking, handling high call volumes, and maintaining positive attitude. Strong communication skills and knack for turning potential leads into satisfied customers.

Skills

- Customer Service
- Customer relations
- Sales reporting
- Verbal and oral communication

Languages

Hindi English

Academic

Qualification

B.Com Appearing

Intermediate From UP Board-
2018

High School from UP Board-
2016

Personal Data

DOB-21/07/2000

Gender-female

Marital Status- Married

Work history

Sales and Customer Service Representative – 03/2025 to Current

Ranishaa Jewellers, Noida

- Increased sales targets by developing and maintaining strong relationships with new and existing customers.
- Kept detailed records of customer interactions for future reference
- Handled high-volume telephone calls to address and resolve customer queries.

Telecaller – 10/2024 to 02/2025

Growth Alleys., Gurgaon

- Addressed customers with confident, clear communication style.
- Successfully handled customer complaints in a calm and appropriate manner, offering smart solutions to maintain customer satisfaction.
- Maintained up-to-date knowledge of company policies and procedures to provide accurate information to customers.
- Followed company scripts to cover key points and overcome objections.

Retail Sales Executive – 07/2023 to 08/2024

Marico, Lucknow

- Trained new staff members on sales procedures, product knowledge, and customer service excellence.
- Hit sales targets by seeking opportunities for operational expansion and new customer acquisition.
- Merchandised displays to showcase new and popular items.
- Implemented promotional displays and merchandising techniques to drive sales and attract customer interest.