



### Contact Me

- 8447199924
- [neetukadyan079@gmail.com](mailto:neetukadyan079@gmail.com)

### Other Info

#### Skills

- MS Office (Excel Word)
- Sale's Marketing
- Customer Care Service
- Hospitality Service
- Verbal
- Communication
- Problem-solving
- Team work
- Upselling

#### Interest

- Dancing Traveling
- Learning a new skill

# NEETU

## Assistant Team Leader



### Career Objective

To maintain customer satisfaction and improve customer experience with Telecom Call Center through my proven problem-solving skills, customer experience, and product knowledge."



### Experience

21/03/2022 -  
Currently

MERA PASHU 360 PVT.LTD. |ATL.

Job Responsibilities- (Inbound and Outbound calling): -

- Handle 90+ customer interactions per day, giving detailed, personalized,friendly, and polite service to ensure customer retention and satisfaction.
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells
- Trained new employees in customer service script recitation, conflict resolution, and data entry practices
- Handle customer complains which related to products, delivery or our policy and give him proper solution that they satisfied.
- We achieve monthly targets and raise incentive and also Calling experience of 01 Year.



### Education

Matriculation|  
10th from HBSC Board in 2005.

Intermediate|  
12th from HBSC Board in 2007.