






Deepa Kumari

 C- 501 Epic Housing Society, Wagholi, Near Wagholi Bus Stand Kesanad Phata, Wagholi ,Pune ,Maharashtra - 412207

 8208350789

PROFESSIONAL SUMMARY

 deepakunal13@gmail.com

DOB : 16/05/1993

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

SKILLS

Customer service.

Effective with MS Office

Good Typing Skill

Communication skills.

Troubleshooting/problem-solving skills.

Teamwork skills.

Adaptability.

Interpersonal skills.

Ability to work under pressure

WORK HISTORY

SALES EXECUTIVE

12/2022 to 03/2023

Satyam Developers

- Identifying and pursuing new sales leads. This involves researching potential customers and reaching out to our potential clients to pitch for the different inventory available.

CUSTOMER SERVICE EXECUTIVE

11/2021 to 06/2022

IGT Solution Pvt. Ltd | Pune, India

- Employed comprehensive benchmarks to establish and monitor customer service standards.
- Provided primary customer support to internal and external customers.

SALES APPRENTICE

06/2021 to 11/2021

Suma Soft Pvt. Ltd | Pune, India

- Talked to new people interested in our product to help the sales team find potential customers.
- Called recent buyers to check in and help the sales team keep good relationships with them.

JUNIOR CUSTOMER SERVICE EXECUTIVE

01/2021 to 05/2021

Platinum Crew | Pune

- Kept customers happy by understanding their needs and solving problems quickly
- Provided primary customer support to internal and external customers.
- Responded to customer requests for products, services and company information

EDUCATION

Bachelor of Arts | English

05/2020

Nowrosjee Wadia College, Pune

CERTIFICATIONS

2019: MS CIT, Koregaon Pune

LANGUAGES

Hindi: Native language

English:

C1

Advanced

French:

A2

Elementary