

PRACHI BHARTI

TELECALLER

CAREER OBJECTIVE

To grow along with the organization and become a professional of excellent repute by effectively contributing towards the goal of organization.

CONTACT

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in linkedin.com/resumekraft

LANGUAGE SKILLS

English

Hindi

Marathi

STRENGTHS

- Creativity
- Good communicator Good listener
- Hard worker
- Flexible
- Self motivated

EXPERIENCE

Telecaller

Contro Bazar Dec 2020 - Present

- Successfully handled customer complaints in a calm and appropriate manner, offering smart solutions to maintain customer satisfaction.
- Successfully increased company awareness by calling leads, targeting through CRM system.
- Conducted in-depth consultations with customers to obtain an extensive understanding of needs and make suggestions on products based on these.
- Provided friendly, polite and proactive service when dealing with customers, increasing company positive reviews and customer satisfaction.
- Successfully generated sales by proactively calling customers and updating them on latest product deals.
- Used advanced upselling skills and persuasion to successfully increase customer order value.
- Stayed updated on product range changes, updates and additions to efficiently and knowledgeably answer customer queries.
- Use telephone switchboards to transfer calls to relevant departments, employees or managers.
- Used excellent multitasking skills to listen to customers and carry out tasks on computers such as writing notes or inputting orders.

ACADEMIC QUALIFICATION

MBA- Department of Business Management And Administration,
Sant Gadge Baba Amravati University,
Amravati.

Apr 2009 - May 2011

Specialization: Finance and HR

B.Com

Vinayak Vidyamandir Arts Commerce and Science College,

Mar 2006 - Apr 2009

H.S.C

**Swami Satramdas Junior College, Amravati
Maharashtra State Board, Pune**

Apr 2004 - Mar 2006

S.S.C

**Saraswati Vidyalay, Amravati Maharashtra
State Board, Pune**

Apr 2003 - May 2004

ADDITIONAL QUALITIES

- Think of out of the box solutions.
- Able to work unsupervised and learns fast with creativity.
- Outspoken, friendly, independent and levelheaded person who likes to make friends.
- Involved in personality development and updating knowledge based through Reading, listening and observation.
- Listening to music and sports are favourite leisure activities.