

Preeti Goswami

Senior Associate- Client Servicing

Proactive, friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction. Actively seeking an opportunity where I can utilize my education and experience to add immediate value to an organization.

✉ preetics0043@gmail.com

📞 7007544979

📍 New Delhi, India

🌐 [linkedin.com/in/preeti-goswami-a1702225](https://www.linkedin.com/in/preeti-goswami-a1702225)

WORK EXPERIENCE

Senior Associate- Client Servicing Authbridge Research Services Pvt. Ltd.

05/2019 - Present

Gurgaon

Achievements/Tasks

- To act as a SPOC and to handle end to end delivery of cases and ensure that TAT is to > =95%.
- Conduct verifications of stated credentials given by clients for their candidates or vendors.
- Ensuring that daily client emails/requests are being answered with in the stipulated time.
- Reviewing the performance of priority projects given by the client and raise alarm to respective stakeholders.
- Meetings with Respective Check Managers twice a month to address any performance / Quality Issues in the presence of Business Excellence Partner.
- Exceeding the expectations of the client and timely delivery of the reports as per the client requirement.
- Maintained a customer satisfaction rate of 95%

Client Relationship Executive CPM India Sales and Marketing Pvt Ltd.

07/2017 - 05/2019

New Delhi

Achievements/Tasks

- Working for BMW as a Client Relationship Executive.
- Reaching out to the clients to convince them to take the extended test drive of BMW 7 series car.
- Generating leads through prospective clients and collecting feedback.
- Do promotional activities to promote the new BMW 7 series.

EDUCATION

Bachelor of Technology United Institute of Technology

06/2011 - 06/2015

Allahabad

Courses

- Computer Science and Engineering

SKILLS

Proficient in MS Office (Word, Excel and PowerPoint)

Customer Relations

Time Management

Decision Making

Problem Solving

Approachable and Proactive

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency