

SUNITA EPILI

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PROFILE SUMMARY:

To contribute my skills and knowledge to a reputed organization and work towards achieving superior performance in challenging tasks, Proficient in customer service & compliance management, skilled in customer inquiry management & service delivery.

WORK EXPERIENCE:

- NSB BPO Process (NHAI), National Highway Authority of India, Telecaller (CCR) and ETC (Expert Team Coordinator/POS Agent), 2 years
 - Raised complaint tickets and solved customer queries
 - Assisted customers in operating products
 - Analyzing need of the customers & providing solution to customers.
 - Handling service request & following customer service policies
 - Resolving queries of customer, maintaining customer service report
 - Ensuring quality assurance & smooth service delivery
 - Responsible for retention of the customer & recording feedback of the customer
 - As a POS Agent Coordination with team, providing training to pos agent or customers
- Stock Market Absolute Finserve (SEBI-registered firm), Business Development Executive, 9 months
 - Guided clients towards profitable and secure financial decisions
 - Contacted clients with financial news and reports
 - Understood clients' financial needs and helped them make the right investment decisions
 - Lead generation
 - Cold calling
 - We have to done compliance (Documentation)
 - Building and maintaining strong relationships with existing clients
 - we have to negotiate contracts, terms, and pricing to secure deals as per company required.
 - Regularly tracking and reporting in stock market activities and their outcomes.

EDUCATION:

- Bachelor of Arts from Sri Aurobindo College, University of Delhi, New Delhi (2019)
- Senior Secondary School Certificate from CBSE Board, Govt. Girls Senior Secondary School, Jhilmil Colony, Shahdara, Delhi (2016)

TECHNICAL QUALIFICATION:

- Certificate course in Draughtsman Civil from ITI Vivek Vihar for Women (2017)
- Advance Excel course from udemy

ADDITIONAL QUALIFICATIONS:

- AutoCAD 2D & 3D
- Computer skills (Excel, MS office,
- Assertive and confident
- Willing to take on challenging tasks
- High curiosity

LANGUAGE KNOWN:

- Read: English, Hindi,
- Write: English, Hindi,
- Speak: English, Hindi. Telugu

Place: Bangalore, Karnata

