

Name Pooja Bhatia

Customer Care executive

📍 House No 535C

Block AG

Shalimar Bagh Delhi 110088

Email: Pooja-bhatia2010@yahoo.com

Phone: 8800456828

Career Objective

Efficient customer service professional with 4years of Experience in call center Adapt at handling 50+calls on a daily basis while constantly resolving client issues smoothly and quickly Fluent in English and Hindi able to provide clear customer service in both languages

Work Experience

Call Center Representative

Globiva Pvt Ltd

Oct, 2019 - July, 2020

- Handling 50+ customer interaction per day giving detailed personalized, polite service to ensure customer service and retention
- Memorized all company products and services to be able to answer customer question quickly efficiently increase Upsell
- Resolving queries about credit card and Upselling products like cash on call, Dail an EMI, click to protect
- Generating sales revenue opportunity by qualifing leads capture through outbound calling calls
- Responding customer queries and resolve them as per customer satisfaction

Corporate Sales

Datalink Industrial Corporation

Apr, 2014 - Nov, 2017

- Actively sort out new opportunities through cold calling networking, social media and new opportunities with in the community
- Recognize customer business problems, align resource around those requirements generated marketing strategies and material that different from market norms
- Callback customer for various reasons off equipment and supplies for contract identification etc
- Performed daily outbound calls to targeted account introducing our product and service etc
- Maintained a detailed customer relationship management database reflecting all calls appointment and related activities
- Gathering information on competative equipment type of product like keyboard mouse and IT peripherals
- Generating purchase order

Education Details

BA

- Delhi University
- Year of completion: 2010
- Marks: 49

Interests/Hobbies

- Basketball, Tennis

Personal Details

- **DOB** : 31-3-1988
- **Languages Known** : English, Hindi
- **Nationality** : Indian
- **NA** :
- **NA** :