

SANGEETA GOYAL

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To obtain a position rooted in providing top quality customer service and where my customer service, Sales and organizational skills will maximize company growth and profitability. Have willing to work as a key player in a challenging & creative environment.

Profile Summary

- A competent professional with 8 years experiences in:
~ Sales & Tele Calling ~ Customer Service ~ Briefing of Products
- Proven ability in achieving/ exceeding targets with excellent customer service
- An effective communicator with team building & relationship management skills.

Organizational Experience

Since Jan 2012 to Jan 2014 with Vodafone Tele caller as Sales Executive

Role:

- Managing the business relationship with the Customer.
- Ensure adequate funding is available from Customer to service the retail network.
- Ensuring Retail network get timely trade balance and servicing as needed

Since Jan 2014 to Jan 2015 with Vodafone Store, Karnal as Sales & Service Executive

Role:

- Managing the business relationship with the Customer.
- Ensure adequate funding is available from Customer to service the retail network.
- Ensuring Retail network get timely trade balance and servicing as needed

Since March 2015 to Sept. 2016 with Airtel Store as Sales Executive.

Role:

- Accountable for the Service and Infra of Airtel COCO Store.
- Handling customer's Complaints and providing the resolution in the TAT.
- Maintaining Customer Service Management & Team management.
- Updating staff members constantly with new product information

Since Nov. 2019 to 2021 with PEARL FORD As a CRE Karnal

- **Currently working in Kia service as a CRE.**

Achievements

- Scored 100% in internal audits, CAPA and nationally QNQ audits.
- Scored Pan India number 3rd in QNQ and 01st in Retail Haryana in QNQ audit.
- In absence of store manager has won highest sales achiever
- Won best executive of the Week Award & Best Executive of the Month Award
- Taken the Store Responsibility and achieved above 100 % of Postpaid,
- Nominated Zonal Best Sales Executive in Post-paid, Premium number & VAS Sales.
- Nominated in Vodafone Stars
- Short listed My Name in Vodafone Tales.
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Academic Qualification

- Graduation From Kurukshetra University
- Intermediate from Board of School Education, Karnal, Haryana
- Matriculation from Board of School Education, Karnal, Haryana
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Personal Assessment

- Always Believe in Punctuality, Patience & Dedication.
- Having Confidence & Positive Attitude.

- Always Love to Work As a Team Member.

Personal Details

Date of Birth: 12-Sep.1989
Address: #2970 ,New Ramesh Nagar, Karnal-132001 (Haryana)