ROHIT SONI

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# Professional Summary

Polite and Professional Call Centre executive successful in applying strong communication and problem resolution skills to each customer issue. Solid history of surpassing productivity and quality targets in high volume settings. Skillful in building long lasting, loyal customer relationship.

# Work History

## Virgo BPO Services Pvt. Ltd.- Call Center Representative

Nashik, MH. (02/2019 to 06/2019)

* Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations
* Compiled customer feedback and recommended service delivery improvements to management
* Preserved revenue streams by utilizing strong communication and negotiation skills , offering refund as last resort to maintain customer satisfaction
* Achieved and consistently exceeded revenue quota through product and service promotion during routine calls
* Established and fostered strong and consistent relationships through application of excellent interpersonal skills.

## Front page, Canada corner- Data entry in specialized system

Nashik, MH (09/2018- 02/2019)

* Offered hands on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences
* Trained team members in successful strategies to meet operational and sales targets.
* Drove business success by maintaining and applying current knowledge of sales, promotions and policies regarding payments, exchanges and security practices
* Fostered positive work environment by consistently treating all employees and customers with respect and considerations.
* Cleaned and organized store, including checkout desk and displays
* Kept orderly and accurate accounting records by monitoring sales documentation.

## Wheelcy, E-vehicles – Sales Marketting, Tally Caller

## Deus Wines- Project Based Marketting, Selling

Nashik, MH (07/2019- 01/2020)

* Built strong customer relationships by understanding the client and their needs, which led to the good relations and trade.
* Increased brand integrity and awareness by monitoring the quality of marketing content and understanding market exposures.
* By ongoing continuous calls, worked individually and collaboratively with team members to tactically market existing products by evaluating prospective clients and their needs while focusing on optimizing costs.

# Skills

* Call center operations
* Customer support by customer satisfaction
* E- commerce
* Cash handling
* Good communication skills
* Language fluency
* Data entry
* Complaint resolution
* Leadership qualities
* Microsoft knowledge( Word, Excel, Powerpoint)

# Education Qualification

* SHC from CBSCE **J.J Public School** with **72%**
* HSC from **Brilliant Higher Secondary School** with **66 %**
* Persuing **BBA** from **Bhosala Military College** (1 st year)

# Awards an Extra curricular activities

* Won the inter school volleyball, Handball, Running and **Badminton Tournament**
* Coordinated and volunteered various cultural fest
* Won various awards for art and craft
* Participated in state level **Football competitions**
* Won so many prizes in inter school Table Tennis competitions
* Was awarded with the Scholar Batch

# Personal Details

* Name : Rohit Meena Soni
* Date of Birth : 23/03/2000
* Gender : Male
* Nationality : Indian
* Languages : English, Hindi