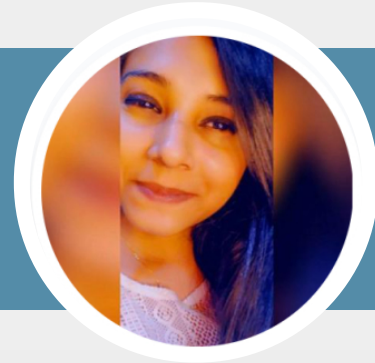


SONIA SANTOS




 Female

 12/08/1994

 8879692750

 12soniasantos@gmail.com

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 Louis Santos House, Road no 3, Tank
Pakhadi, Sahar, Andheri (E), Mumbai-
400099

SKILLS

- **Language**

English, East Indian Marathi & Hindi

- **Computer**

Word, Excel, Powerpoint

HONORS & AWARDS

2020-2021: Star performer streaks awards
for being the best performer in the
organization.

CERTIFICATIONS

2021: Star Performer

INTERESTS

I like singing, reading and dancing.

OBJECTIVE

Seeking to build a career in a challenging environment where I can leverage my experience for the benefit of my employing company and be rewarded by recognition and career growth.

EDUCATION

- **Our Lady of health high School**

- Secondary education under the
State Board of Maharashtra in 2010.

- **Podar Junior College**

- Higher Secondary education under
the State Board of Maharashtra in
2012.

WORK EXPERIENCE

- **Skill-Lync**

Sr. Associate - Customer Service/
Team Lead

2022 - 2023

- To analyze the NPS data and follow up with the internal stakeholders by sending reports on the service changes and requirements to increase or maintain the company standards.
 - To be ready to take up any extra tasks assigned.
 - Tasks: Created a SOP for conversions of the negative sentiments of NPS, made NPS calling script and also trained Associates on the follow-up process and conversions.
 - Send Weekly NPS reports/Analysis to the internal stakeholders.
- (Team Lead- Customer service & experience) Managed a team of 5 agents of onboarding Sr. Associates and 3 of Customer success. Trained teams on the NPS to keep it par.

- **Whitehat Education Technology Private Limited**

1. Customer Experience- Relationship
Manager & Online reputation
Management (Social Media) /Senior
executive.

2020 - 2022

- Experienced in Online Reputation Management. For achieving the required result and maintaining personal/business reputation I will use the latest Online Reputation Management strategies. As experienced ORM specialist, I can successfully suppress Negative Links, Bad Stuff and

Mugshot.

- Key Achievements: Conversions of Negative to Positive Sentiments/Customer Experience I was nominated to work on this project to create and boost up the positive net sentiments score for the organization based on my strong customer escalation handling skills. Which was successfully achieved by having a 32% of conversions from negative to positive net sentiments by maintaining a positive customer engagement and experience. Worked on online lead requests.

- Tasks: Created a SOP for conversions of the negative sentiments and a calling script for the team by adding the key points on how to tackle with escalation calls, how to be a problem solver, how to convert the negative sentiments to positive and made the entire team ready to boost up the overall Net sentiment score of the organization on each and every social media platforms.

- **Solid Systems Global**

Sales Advisor / Customer experience

2017 - 2020

- Achieving sales targets and other lead objectives.
- Understanding customer needs and recommending suitable products
- Discussing and updating customers on latest deals available.
- Maintaining call quality and standards.
- Generating sales on a daily basis and complying to all company policies

- **Hemi's Exquisite Jewellery**

Assistant Store Manager

2014 - 2016

- Sending daily and monthly sales report directly to the HOD
- Responsible for achieving monthly sales targets.
- Taking responsibility of the cash counters and the POS.
- Maintaining customer relationship
- Briefing employees regarding ways to improve the monthly sales ratio.