SHREYA SHARMA

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Professional Summary	Rational and hard working with a creative mindset when it comes to problem solving. Keen interest towards learning new things and confident in my knowledge. Good leadership and influencing quality with the ability to influence and motivate people. Good empathetic qualities to serve customer needs and wants efficiently. Good knowledge of sales techniques and teamwork experiences.
Skills	 Efficient and Detail- Oriented Calm and Professional Under Pressure Good communication and interpersonal skills Customer service skills Proficient computer skills Adaptability and quick learner Good communication and interpersonal skills
Work History	CUSTOMER SERVICE STAFF MEMBER, 10/2022 - Current Saizeriya, Singapore • Fielded customer questions regarding current prices and other queries. • Answered constant flow of customer calls with minimal wait times.
	Recommended products to customers, thoroughly explaining details. Collected customer feedback and made process changes to exceed customer satisfaction goals.
	 Collected customer feedback and made process changes to exceed customer satisfaction goals. Cultivated customer loyalty, promoted repeat business and improved sales.
	Delivered prompt service to prioritize customer needs.
	 Trained new personnel regarding operations, policies and services.
	SALES INTERN, 05/2020 - 08/2020 Youth Empowerment Foundation, India
	 Managed customer expectations and helped navigate sales processes.
	 Helped sales professionals maintain customer relationships by making follow up calls to recent buyers.

Supported sales team with administrative assistance such as coordinating paperwork and