

# Madapathi Nikhitha

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## Skills

- Customer Service Skills
- Strong Communication and interpersonal skills
- Sales and telemarketing expertise
- Problem Solving and conflict resolution abilities
- Proficient in using CRM software
- Multitasking and time Management
- Adapatability in fast paced Environment

## Experience

March 2022 - April 2023

### **We Can Save Pvt Ltd, Melbourne - Sales Representative**

- Develop and maintain strong relationships with clients, identifying their needs and presenting tailored product solutions.
- Exceed monthly sales targets by effectively prospecting and cold-calling potential customers.
- Provide product demonstrations, answer questions, and address customer concerns with a high level of professionalism.
- Prepare and submit sales reports, forecasts, and maintain a database of potential leads.
- Participate in ongoing training and development programs to stay updated on product knowledge and industry trends.

October 2021 - February 2022

### **Probe Group, Melbourne - Call Center Agent**

- Handled a high volume of inbound and outbound calls, addressing customer inquiries, resolving issues, and providing exceptional customer service.
- Met or exceeded call center performance metrics, including call handling time, first-call resolution, and customer satisfaction scores.
- Demonstrated strong product knowledge to effectively cross-sell and upsell services to existing customers.
- Documented all customer interactions and maintained accurate records in the CRM system.
- Participated in team meetings and training sessions to improve skills and product knowledge.

March 2021 - October 2021

**Mc Donald's, Melbourne ,Keysborough** - *Front Staff*

- Greeted customers with a friendly and welcoming attitude, taking and fulfilling food orders accurately and efficiently.
- Handled cash transactions, operated the cash register, and ensured the accuracy of monetary transactions.
- Maintained a clean and organized front counter area, restocked supplies, and ensured the cleanliness of the dining area.
- Addressed customer concerns and complaints, providing prompt and satisfactory resolutions.
- Worked effectively in a fast-paced environment and collaborated with team members to provide a positive customer experience.

## Education

Feb 2020 - Dec 2021

**Monash University, Melbourne** - *Masters Degree In Data Science*

Mar 2013 - Sep 2017

**Amrita University, India** - *Bachelors in Electronic Engineering*