

CUSTOMER SERVICES 1+ YEAR EXPERIENCE

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SUMMARY

Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and canceling services

CAREER OBJECTIVE

A challenging Career which offers an opportunity to apply my skills knowledge with continuous learning and growth.

SKILLS

Communication skills: As a customer service professional, you must provide information clearly and politely to help customers with whatever problems they have. Whether this is verbally or through text, your communication skills are crucial for getting your customer what they want.

Computer knowledge Excel, MS Office, Basic Knowledge

EXPERIENCE

Mar-2021 - Till Today **IDBI Intech**

Customer service Associate

- Handling incoming call
- Banikng Inbound process
- Problem solving: When customers reach out to customer service, they're looking to resolve a problem. If you have the quick thinking and problem-solving skills to assist them, you'll be popular with both customers and your bosses.

From: Nov-2019 **Viztar International pvt ltd**

Customer service

- Handling Out going call
- Calling the customer and telling them about the health insurance
- Convincing customers why they need a health policy and encouraging them to do so

Jan-2018 - Jul-2018 **Andromeda Sales & Distribution pvt ltd**

Call center

- Calling the customer to provide information about the loan
- If they need a loan, tell them the whole process
- Verify all customer documents
- Fill in the loan form and proceed further

EDUCATION

Degree/Course	Percentage/CGPA	Year of Passing
SSC	48 %	2013
Aurangabad collage , Dr.BAMU University		

HSC

71 %

2015

Aurangabad college , Dr.BAMU University

PERSONAL DETAILS

Address	Palspa Goan Panvel Navi mumbai, Maharashtra, 410221
Date of Birth	05/10/1996
Gender	Female
Nationality	Indian
Marital Status	Married
Languages Known	Marathi, Hindi , English

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