

SOURABH PAMA

191, Kolba swami society, Friends colony, Nagpur - 440013

Mobile no.: 8975468756

Email ID: sourabhrama97@gmail.com

PROFILE

As a dedicated professional with a passion for Customer Relationship, my experience working in a US-based company & also with a Broking firm has equipped me with a solid foundation in delivering exceptional **Customer service, Client Management** and **Operational** excellence. With a deep understanding of **Fostering relationships with prospective buyers and existing clients, ensuring their needs fulfilled & Customer Support** with MS Office Expertise, I am well-prepared to streamline Quality control & optimize Client Support. My familiarity with administrative tasks ensures meticulous attention to detail and efficient task management.

KEY COMPETENCIES

Customer Relationship
Managing Sales Team
Operational Excellence

Client Management
B2B Sales
Business development

Strong presentation skills
Outlook
CRM

Team leadership
Proficient in MS Office
Google Analytics

PROFESSIONAL EXPERIENCE

QUALITY ASSURANCE & GDS SENIOR EXPERT

AUG 2022 - PRESENT

Omprime Technologies (Kivork)

Responsibilities:

- I have experience of **2 Years** in **Sales Management & Customer Service** with conducting Quality Audits, developing and implementing policies, monitoring performance, managing risks, and preparing detailed reports.
- Initially served as a CRM agent, managing customer relations and resolving inquiries.
- Promoted to **Team Leader** role for **Sales team** and management.
- Daily tasks included handling objections, and planning detailed itineraries.
- Communicated with clients via email, chat or via Call to provide personalised assistance and support.
- Stayed updated on travel trends and popular destinations to offer relevant recommendations.
- Checked fares and availability using GDS software to ensure competitive pricing and options.

Achievements:

- Successfully transitioned from CRM agent to GDS Specialist, showcasing adaptability and skill development.
- Later on, I got promoted to the Quality Assurance Team.

Skills:

- Proficient in GDS software for PNR creation, fare checking, and itinerary planning.
- Strong communication skills for client interactions via email and chat.
- Detail-oriented approach to handling objections and resolving customer inquiries.

Overall, my experience in the GDS profile, starting as a CRM agent and advancing to a GDS Specialist, has equipped me with the skills and knowledge necessary to excel in a dynamic and client-focused environment.

EMAIL SUPPORT EXECUTIVE

JAN 2022 - JULY 2022

Valethi Technologies

Responsibilities:

- Managed client email correspondence, addressing inquiries and resolving issues promptly.
- Maintained high standards of customer service through clear and professional communication.
- Collaborated with team members to streamline email support processes and improve efficiency.
- Consistently met or exceeded email response time targets, ensuring customer satisfaction.

PORTFOLIO MANAGER**JUN 2021 - DEC 2021****Motilal Oswal Financial Services**

- Managed client portfolios, analyzing market trends and making investment recommendations.
- Conducted research and due diligence to identify potential investment opportunities.
- Implemented strategic asset allocation and risk management strategies to optimize portfolio performance.
- Provided regular updates and reports to clients, ensuring transparency and communication.

CUSTOMER RELATIONSHIP MANAGER**NOV 2018 - DEC 2020****Elite Groups Pvt. Ltd.**

- Client Management: Fostered relationships with prospective buyers and existing clients, ensuring their needs were understood and met throughout the property buying process.
- Sales Support: Collaborated closely with sales teams to provide tailored solutions and address client inquiries promptly, enhancing overall customer satisfaction and retention.
- Negotiation and Conflict Resolution: Managed negotiations between buyers and sellers to achieve favorable outcomes, while also resolving any conflicts or concerns that arose during transactions.
- Market Analysis and Feedback: Conducted market research and gathered client feedback to inform strategic decisions, enabling the firm to adapt to market trends and enhance service offerings.
- Documentation and Compliance: Oversaw the preparation and verification of sales contracts and documents, ensuring compliance with legal and regulatory requirements, thereby facilitating smooth transactions.

EDUCATION**POST GRADUATION**

- Masters in Commerce and Business Administration **APR 2021**

GRADUATION

- Bachelor in Commerce **APR 2019**

HSC

- Completed my HSC from ISC board **APR 2014**

CA COURSE

- CA Inter **DEC 2017**

PERSONAL INFORMATION:

- Name: Sourabh Samuel Pama
- Date of Birth: 26 June 1997
- Marital Status: Single
- Father Name: Samuel Pama
- Mother Name: Sangeeta Pama
- Languages: English, Hindi, Marathi & can understand Telugu a bit.
- Nationality: Indian

DECLARATION:

I HEREBY DECLARE THAT ALL THE ABOVE INFORMATION IS TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF.