

Product Counselor with Experience in Educational industry

Intend to build a career with leading education firm of hi-tech environment with Committed & dedicated people, which will help me to explore myself fully and realize my potential.

SKILLS

Planning & Scheduling

Client relationship

Achieving annual revenue

Time Management

Gaining Commitment

Closing Techniques

Understanding the buyer

Active Listening

Communication

WORK EXPERIENCE

Product Counselor

Adept Technology Pvt Ltd

02/2016 – 12/2016

Chennai

Achievements/Tasks

- Responding to inbound enquiries
- Converting them as walk-ins
- Providing counseling, making them to sign up
- Batch scheduling and assisting towards certificate receipt.

Executive

ELS international Pathways Pvt Ltd-Operations

09/2014 – 12/2015

Chennai

Achievements/Tasks

- Responding to phone calls
- Cooperating with remote vendors in order to install applications and softwares
- Assisting internal requirements
- Booking rooms and cabs for Delegates visit to India

Customer Service Executive

CADD Center

04/2013 – 09/2014

Achievements/Tasks

- Making calls to the generated leads
- Responding to inbound enquiries
- Bringing them as walk-ins
- Providing counseling. Converting into sign up , Batch scheduling

Executive

ADP

09/2011 – 07/2012

Achievements/Tasks

- Responding to the internal application and Hardware issues
- Responding to the mails.
- Fixing the problem before SLA

WORK EXPERIENCE

Customer Interaction Executive

Reliance BPO

12/2010 – 07/2011

Achievements/Tasks

- Responding to the Inbound calls
- Fixing up the customer issues before SLA

ACHIEVEMENTS

CADD CENTRE (2014 – 2015)

Achieved a target of 1.25 crore from a given target of 1.5 crores.

EDUCATION

B.Tech - Information Technology

Sri Venkateswara college of Engineering and Technology

01/2005 – 04/2009