



# MEGHNA MOHAN

## Customer Support cum Sales /Quality Analyst

### PROFILE

Detailed-oriented and self-motivated remote Customer Support cum Sales /Quality Analyst with over 4+ years of experience in a virtual support environment. Proficient in handling a wide range of customer inquiries via phone, email, and live chat. Strong business development, negotiation, and key account management skills. Proven ability to achieve sales targets and significantly increase revenue. Results-oriented, motivated, and focused on customer satisfaction.

### PROFESSIONAL EXPERIENCE

#### Sales Representative & Customer support | TRS Technology LLC Dubai, UAE, March 2022-Jan 2023

- Identifying and qualifying potential customers.
- Presenting product or service offerings to prospects.
- Collect and analyze customer feedback for improvement.
- Efficiently manage customer inquiries and resolve issues.
- Maintaining records of sales activities and customer interactions.
- Maintain comprehensive and accurate customer records, including detailed B2B transaction histories and CRM inquiry logs, to ensure data integrity and facilitate efficient customer relationship management.
- Effective rapport building for issue resolution.

#### Quality Analyst | TRS Technology LLC Dubai, UAE, Feburary 2023-Jan 2025

- Ensuring the effectiveness and efficiency of the sales process.
- Improving the quality of customer interactions.
- Driving sales performance through data analysis and feedback.
- Ensuring that company sales practices are within regulatory and company policy parameters.
- Coordinated team schedules for smooth operation of the support department.
- Led training programs to improve staff product knowledge.

#### Receptionist cum Admin | Hotel fortune Suites July 2021-January 2022

- Monitoring telephone calls and tracking FIT opportunity
- Resort experience Ratings and portal updates review
- Monitoring check in and check out experience, guest feedback and allotment processing
- Monitoring Group check in and check out experience.
- Handling guest complaints
- Assisting the superiors with weekly & monthly operations revenue review reports

### CONTACT

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- Al Raffa , Dubai  
  
Visa Status  
Cancelled Visa

### SKILLS

- Leadership and team management
- Customer service
- Problem
- Solving Active Listening
- Sales management
- Business development
- MS Office (Excel, Word, PowerPoint)
- Communication Skills
- Adobe Photoshop

### LANGUAGES

- English (Fluent)
- Malayalam (Fluent)
- Hindi (Fluent)
- Telugu ( Fluent)
- Tulu (Fluent)
- Tamil (Intermediate)
- Kannada (Fluent)

## HOBBIES

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- Reading Books
- Gardening
- Painting

## Vindhya Info MEDIA Bangalore, India, June 2020-July 2021

- Resolved complaints with proactive problem-solving and analysis.
- Identified common customer complaints, suggesting proactive measures to the management team for prevention.
- Exceeded targets by delivering comprehensive and consistent service.
- Ensured smooth operations within the complaints handling unit, resulting in improved workflow.
- Handled customer enquiries quickly and professionally, meeting call time frame targets.
- Liaised with customer support to facilitate service updates, maintaining efficient, effective services.
- Communicated clearly and articulately for excellent customer understanding. Provided excellent customer service with empathetic communication techniques.

## EDUCATION

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- Bachelor in Commerce - Bangalore University - Bangalore, Karnataka, IND 2018-2020
- Pre University College - RNS Bunts Sangha College - Bangalore, Karnataka, IND 2016-2018
- St Lawrence High School - Bangalore, Karnataka, IND