
Monalisha Mishra

Grihapravesha Society, Sector 77 Noida Uttarpradesh 201301
7008418757 | monalishamishra903@gmail.com

OBJECTIVE

"Motivated and detail-oriented sales professional with five years of supervisory experience seeking a management position. Seeking an opportunity to apply my advanced knowledge of sales and customer service and my experience with team-building and staff development.

EXPERIENCE

23.10.2022

-

- **Teleperformance (EA sports)**
Customer care associate
 - Attention to details
 - Emphatic
 - Active listening skills
 - Building customer loyalty
 - Time management
 - Interpersonal skills
 - Ability to use positivity language
 - Patience

25.03.2021

-

31.08.2021

- **Helloworld technologies**
Tele sales executive
 - * promptly handling customer queries
 - *Attention to details
 - *Building customer loyalty
 - *Understand client business issues , operating business rules , data and standard operating procedures..
 - *Collaborate with client and internal team accross..
 - *Communicate with customers by web chat to help and resolve..
 - *Problem solving skills with good interpersonal skills.
 - *Operating business procedures for clients on a periodic basis..
 - *Collect customer requirements and analyse them in technical manner..

16.09.2020

-

02.02.2021

- **Vedantu**
Senior academic counselor
 - Exceptional verbal and written communication skills
 - Familiarity with academic programs and students
 - Strong problem solving skills
 - Development and implementation of retention action plans..

16.09.2018

-

02.09.2020

- **Tommy Hilfiger**
Customer relationship officer
 - Answer and direct 150 + calls daily
 - Able to respond tactfull customers.
 - Communication and customer service skills to deal with clients and keep them happy.
 - Technical skills for operating point of query solving customer loyalty
 - Focused on time management
 - Interpersonal skills.
 - Operational management skills
 - systems and stock checking systems.
 - Special attention to retail management .
 - Helped customers made purchasing decision.

EDUCATION

2017-
2019

- **Srusti academy of management**
MBA specialization HR and marketing
7.9cgpa

ACHIEVEMENTS & AWARDS

- Employee of the month - Tommy Hilfiger
- 1- V-Achiever- Vedantu's most renowned award to top 50 performer 2- Received 90% average customer satisfaction rating in day to day basis..
- 3- Participated in 19th National Seminar of Digital Marketing: An Extension 2017-19 in Srusti

SKILLS

- Ms office (excel , powerpoint, Ms word)
- Team work
- Decision making
- Career guidance
- Online Research
- Interpersonal skills
- Issue resolution

LANGUAGES

- English Hindi Odia