# Pragati Das

### **Store Manager - Vodafone Mobile Services Ltd**

Angul, Orissa neetu9163@ymail.com

07064007031

- To prepare reports & MIS (Includes, Complete Financial year, Traveling Expense, Stationary Expense, Housekeeping & Pantry Maintenance, Office Maintenance, Dispatch, Office Assets, etc.
- Gained exposure of telecom sales and services
- · Handling retail outlet and taking care of services and processes of mobiles and connections
- Solving customer queries to a satisfactory level of their requirements and leaving a benchmark.
- Ensuring correct and timely feedback provided
- · Maximizing every service opportunity by promoting the highest standards of customer care
- Maintaining quality customer care service
- Cross functional coordination to support supervisors
- Enquiry generation, Database Maintenance
- Meeting Business targets through effective counselling and selling skills
- Maintaining registers, monitoring incoming & outgoing Mail.
- Organizing, sending and tracking couriers
- Guest Management

Communication & People Skills

- Articulate and very effective working with people of different backgrounds and temperaments.
- Consistently maintain positive attitude and enjoy helping people.
- Accurately record, remember, and verbally communicate detailed information.
- Exceptional command of English language with strong written and transcription skills.

Skill and Expertise

- · Good understanding of telecom domain related to technology, sales, service customer relationship
- MIS
- Customer portal

#### IT skill

- Operating systems: Windows,
- Microsoft Office Suite (Word, Excel, Power point
- Database: SQL, ORACLE
- Programming language: C, C++, JAVA, VISUAL BASIC (VB), UNIX, DATA STRUCTURE, .NET,

### Work Experience

#### **Store Manager**

Vodafone Mobile Services Ltd 2017-09 - Present

#### ISP & data entry operator

Kent RO systems ltd 2015-07 - 2017-08

## **Data entry operator**

2012-07 - 2015-07

### Education

# **BCA** in Computer Application

Raneswar Institute Of Management And Information Technology 2011

Utkal University - Odisha, IN 2008