

Jagriti Chaurasia

Sales Expert

Contact

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Skills

Sales expertise

Complaint resolution

Company policy adherence

Relationship building

Satisfaction monitoring

CRM

Strategic sales knowledge

Languages

English

Excellent

Hindi

Excellent

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Expert at providing relevant information and options to successfully resolve issues. Upbeat and energetic handling difficult situations through resourcefulness and adaptability.

Work History

2021-05 -
Current

Customer Service Executive

Dhani Loans & Services- Indiabulls, Gurugram, Haryana

- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Recommended products to customers, thoroughly explaining details.
- Responded to customer requests for products, services and company information.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Informed customers of upcoming promotions and deals to boost sales.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement.
- Handled 200+ Calls in a Day

Education

2017-04 -
2020-03

Bachelor of Arts: English, Home Science

Ghanshyam Degree College - Varanasi

Accomplishments

- Received [Badges for](#) outstanding client engagement with customers for 3 consecutive Months.
- Developed a new telephone script that was positively received by customers and so impressive

that management implemented it for the entire department.

- Customer Relations - Earned highest marks for customer satisfaction, company-wide.
- Monetary Transactions - Handled query, check, credit and automatic debit card transactions with 100% accuracy.

Interests

Arts and Craft

Painting

Language Learning