

YASMEEN FIRDAUSH

Senior Customer Care Executive – Resolving Daily Customer issues and communication to manage coordination between Sales & Customer, Product & Service Marketing, Computer Literate

Pursuing: Master of Commerce



Kno. 855, gali number 1, sardar nagar, balaganj Lucknow 226003,



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CAREER

Tele Marketing Executive

Mahindra Holidays & Resorts India Ltd

2021 - Present

Responsible for doing the Marketing of product & Services as per the Organization set goals and perform on below aspects of my Job description.

- Managing the daily calls for Marketing
- Ensure the target of sales met as per commitment.
- Coordination with Customer to make them understand the product and ensure there Hassel free experience to understand the product & services
- Team works to achieve the required targets on daily basis.
- Training and coaching to new members in team on regular basis
- Documentation and reports generation for management
- Tracking the target sheet on daily basis and review with team to understand the gaps and make action plan
- Highly Self-motivated and motivate other team members to perform at their full potential.

2018-2021

Senior Customer Care Executive

Amartech Convergence India (p) Ltd.,

- Managing Customer relation and resolving queries with respect to product and services
- Supporting Sales team to manage the customer and provide necessary support at the time requirement.
- Also Helping Marketing team to understand the customer requirement based on daily customer interaction through calls.
- Participating in value added process for the new strategy deployment in organization.
- Preparing necessary reports and MIS to review with senior and provide action plan for the gaps.
- Making development action plan for team and requirement to management for adherence

OBJECTIVE

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings. Have a superb communicator skill, has excellent leadership skills and possesses the ability to develop others to achieve their full potential. Also, could coordinate Sales & Marketing activities.

SKILLS

- Customer Service
- Active Listening
- Communication
- Teamwork
- Persuasiveness
- Self Confidence
- Computer Literacy
- Problem Solving
- Patience
- Empathy

EDUCATION

- **Shia P. G. College, Lucknow — B. Com -2020**
- **Shia P. G. College, Lucknow — Intermediate – 2017**
- **Computer Knowledge** – Microsoft Word, Excel, and Presentation with all functions
- **CERTIFICATIONS:** CCC
- **LANGUAGES:** Hindi, English

REFERENCES

Available on request.

DECLARATION

I hereby declare that all the above information furnished by me is correct to best of my knowledge.

YASMEEN FIRDAUSH

Place:

Date: