PERSONAL DETAIL

NAME: WILSON

[WILSON.337781@2freemail.com](mailto:WILSON.337781@2freemail.com)

DATE OF BIRTH: 18 AUGUST 1992

PLACE OF BIRTH: DARJEELING WEST BENGAL INDIA

NATIONALITY: INDIAN

CAREER OBJECTIVES

LOOKING TO WORK IN AGGRESSIVE AND CHALLELNGING ENVIROMENT, WHERE MY PROFFESSIONAL AND PROBLEM SOLVING SKILL CAN BE PUT FOR SUCCESSFUL IMPLEMENTATION FOR THE ORGANISATIONAL DEVELOPMENT.

EDUCATION

* HIGHER SCONDARY 2010-2012
* DIPLOMA IN FINANCIAL ACCOUNTING 2012

CERTIFICATES ATTAINED

* COMPUTER COURSE IN 2012
* PLACE: DARJEELING
* COURSES: MS WORD, TALLY, POWER POINT, MS EXCEL.

WORKING EXPERIENCE

EROS- CUSTOMER SERVICE SALES REPRESENTATIVE DUBAI

* SELL SPECIFIC PRODUCTS SERVICES TO CONSUMERS.
* DEMOSTRATE PRODUCTS AND SHOW CONSUMERS HOW TO MAXIMIZE THEIR FEATURES.
* EXPLAIN DIFFERENT CUSTOMIZABLE FEATURES.
* DISCUSS WARANNTIES AND REPLACEMENT PARTS.
* REPRESENT AND PROMOTE THE ORAGANISATION WITH PRODUCTS AND SERVICES AT HOME
* PRODUCTS PRESENTATIONS, SHOWROOMS, AND HOME SHOWS AS REQUIRED.
* CONDUCT OUTBOUND LEAD FOLLOW-UP CALLS TO POTENTIAL AND EXITING CUSTOMERS VIA TELE PHONE AND E-MAIL TO QUALIFY LEADS AND TO SELL PRODUCTS AND SERVICES.
* PRESENT SOLUTIONS TO FURNITURE BUYERS INCLUDING PRICE, CREDIT TERMS, ACCURATES SALES CONTACT, ESTIMATED TIME OF DELIVERY BASED ON FIRM’S PRDUCTIONS AND DELIVERY SCHEDULED.
* COLLECT THE RESEARCH INFORMATION NEEDED TO IDENTIFY AND RESOLVE PROBLEMATIC SITUATIONS.
* OPERATE CASH REGISTERS.
* DISTRIBUTE COUPENS AND VARIFY THAT ARE NOT EXPIRED
* DEMOSTRATE ELECTRONICS AND THEIR FEARTURES.

ICICI BANK-PRUDENTIAL LIFE INSURANCE CO-LTD 2011-2014

YOU WOULD BE REQUIRED TO INTERACT WITH INDIVIDUALS AND FAMILIES TO:

* UNDERSTAND THEIR INSURANCE PROTECTIONS AND INVESTMESNTS NEEDS.
* IDENTIFY AND RECOMMENDED SOLUTIONS THAT BEST FIT THEIR REQUIREMENTS.
* OFFER THE PROSPECT OR EXISTING CUSTOMER A COMPLETE PRODUCT PORTFOLIO.
* COMPLETES THE FORMALITIES NECESSARY TO GET THE POLICY ISSUED.
* KEEP IN TOUCH WITH THE CUSTOMERS TO ENSURE THAT THEIR SERVICE REQUESTS TOWARDS ARE MANAGED PROPERLY.
* FACILITATE SETTLEMENT OF CLAIMS.

CUSTOMER SERVICE AT GUEST HOUSE 2010-2014

* RESOLVE CUSTOMER COMPLAINTS VIA PHONE, EMAIL, OR SOCIAL MEDIA.
* TELEPHONE TO REACH OUT TO CUSTOMERS AND VERIFY ACCOUNT INFORMATION.
* GREET CUSTOMERS WARMLY AND ASCERTAIN PROBLEM OR REASON FOR CALLING.
* CANCEL OR UPGRADE ACCOUNTS.
* ASSIST WITH PLACEMENTS OF ORDERS, REFUNDS, OR EXCHANGE.

PROFESSIONAL SKILLS:

* EXCELLENT CUSTOMER SERVICE SKILLS.
* EXCELLENT INTERPERSONAL AND COMMUNICATION SKILL.
* ABLE TO WORK IN A HIGHLY DYNAMIC ENVIROMENT AND ABLE TO MULTI-TASK.
* PROFESSIONALISM,YOUNG ENERGETIC AND CONFIDENT.
* WILLING TO TAKE UP IN A COMPETITIVE ENVIROMENT.
* TARGET DRIVEN AND SELF-MOTIVATED.