**Fiona**

[**Fiona.363036@2freemail.com**](mailto:Fiona.363036@2freemail.com)

***Customer Service Agent- Telecaller***

A person with leadership, communication, interpersonal, multi-tasking and strong team working skills. Well-versed in telecommunications in sales, marketing and advertising with 2 years of proven track record in Customer relation field .

Ability to organize and motivate others to higher levels of performance and productivity. Consistently "get the job done" and exceed expectations.

**Professional Experience**

**Mercedes Benz, Tristar Motors, India (Jan 2017 until date)**

**Showroom Hostess – Showroom Incharge, Telemarketing Executive**

* Customer Contact- Representing the Mercedes Benz dealership and by means of personal welcome as the first point of contact for all visitors and Business partners
* Sales- Introduce sales consultants to all showroom walk-in customers, providing initial information, proactively offer refreshments, record daily tele-in and walk-in
* Resource Management- Ensure all showroom display vehicles are displayed in a proper lay-out, ensure cleanliness, maintain test drive log book
* Showroom/ Facilities Management- ensure cleanliness by maintain cleaning checklist, refilling brochure boxes and accessory items.
* Lead Management- collect database of suspects/prospects, provide basic information about products and services offered, prepare daily, weekly and monthly reports, telecalling for specific marketing programs.

**Welfare Industrial Training Institute, India (March 2015 – September 2016)**

**Center Incharge – Telemarketing Executive**

* Telecalling, Administrative work, schedule meetings, demonstration of courses available at our Institute, cash and Cheque handling, maintain logbook
* Met and developed strong relationships with the students at our training Institute
* Achieved Sales targets.
* Prepared plans for the Institute based on their brief.

**Education  
  
June 2017 Graduate School College for Women**Bachelor of Arts

**May 2013 Sacred Heart Convent School**HSC Board

**March 2010 Sacred Heart Convent School**SSC Examination

**Additional Qualifications/Skills**

Microsoft Windows NT, 2000, and XP (Access, Excel, Outlook, PowerPoint, and Word).  
Fluent in English and Hindi, both verbal and written.

**Interests and Activities**

Reading, Travelling, Movies, Interacting with people

**References:** Available Upon Request