**Prasant**

**Email:** **prasant.375093@2freemail.com**

**VISA STATUS: Visit Visa**

**Nationality: Indian**

**SUMMARY**

Customer service and sales expert who identifies customer needs and delivers effective solutions to problems. Committed to providing high-quality customer care to create a positive customer service experience. Personable and professional under pressure with motivated, energetic nature.

**SKILLS**

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| * Savvy negotiator
* Quick learner
 | * Extensive phone and in-person customer service experience
 | * Effective team player
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| * Superior organization skills
 | * Dependable and Reliable
 | * Cheerful and Energetic
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| * Reliable worker
 | * Collaborative
 | * MS Office proficient
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| **PROFESSIONAL EXPERIENCE** |  |
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| ***Troonet India******Customer Service Executive, Duration: October 2016 till oct 2017**** Cold call target accounts to establish new customers
* Offer information on product lines, service offerings, and demonstrations
* Provide the highest standards of customer service by demonstrating excellent knowledge of products and customer satisfaction
* Control and set monthly packages and plans according to the market
* To build relations that continuously adds value and growth to the company
* Troubleshoot problems and provide solutions to customers on prompt basis
* Help in the administrative work (sending replacement mails, daily sales data, banking, etc.)
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***Wish net India***

***Sales Executive, Duration: 2013 till 2015***

* Handle inbound and out bound calls.
* Provide the highest standards of customer service by demonstrating excellent knowledge of products and customer satisfaction
* Customer assistance over the phone and in person as well.
* Maximize sales & ensure customer focus is prioritized at all time.
* Manage stock replenishment
* Ensure communication is effective throughout store
* Weekly / daily analysis of commercial reports & implementation of action plans where necessary

**EDUCATION**



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| **Institution** | **Qualification** | **Year of Passing** | **University** |
| Mirik College | Graduation(ENGLISH HONOURS) | 2012 | N.B.U |
| N.B.U | M.A(ENGLISH) | 2015 | N.B.U |
| Yogi Vemana University | B.Ed | 2016 | Yogi Vemana University |

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| **PERSONAL DETAILS** |  |
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| **Gender: *Male*****Nationality : *Indian*****Birth Date : *07/11/1990*****Marital Status: *Unmarried*****Languages Known : *English, Hindi and Nepali***

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