**Prasant**

**Email:** [**prasant.375093@2freemail.com**](mailto: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 |
| * Superior organization skills | * Dependable and Reliable | * Cheerful and Energetic |
| * 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.) |  |

***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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