**ROBIN**

**Customer Care Executive**

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Robin-394667@2freemail.com

An organized, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills, competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and priorities, and able to organize, train and monitor teams.

**Experience**

**Jan 2018- March 2019Customer Service**

* Delivers an excellent customer experience, helping customers choose the right product and/or service for their requirements
* Assisted in training new members of staff
* Provides technical help to colleagues if required
* Provided excellent customer service at all times
* Maintained a friendly manner and calm, positive demeanour when handling complaints and Resolvingcustomerqueriesregardingourplatform.
* Handlinglogistics.

**May 2015 - Dec2016Customer Care and Sales Executive**

* Gave customers the correct advice, and after understanding their needs, up-sold services and turned objections into sales opportunities
* Cold-called customers to up-sell services and toarrangemeetingswithpotentialcustomerstoprospectfornewbusiness
* Worked to ensure all individual and team targets were met
* Used tact and discretion to discuss customers’ estates to ascertain whether probate was required
* Listeningtocustomerrequirementandpresentingappropriatelytomakeasale
* Maintaininganddevelopingrelationshipswithexistingcustomer.

# Negotiatingthetermsofanagreementandclosingsale Gathering customerinformation

* April 2013 – March 2015 Worked as Office administration, Academic counselling

**Education**

* BachelorinSociologyfromAnnamalaiUniversity,Chennai2013
* 10thfromCentralBoardofSecondaryEducation,NewDelhi2005
* 12thfromCentralBoardofSecondaryEducation,NewDelhi2007



**Skills**

* + 1. Toestablishteamwork
		2. Astrongwillingnesstolearnnewskillsandabilities
		3. AbilityInitiativefortakingnewresponsibilitiesandhighinterpersonalskills
		4. Liketointeractwithpeopletoknowthem,understandandhelpthemtosolvetheir problems
		5. Goodcommunicationandanalyticalskills
		6. MS Word andExcel

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**Personal Details**

Date of Birth : 02 October 1989

 Sex. : Male

 Marital Status : Married

 Visa Status. : Visit Visa

 Nationality : Indian

**Languages Proficiency**

 English, Hindi, Marathi, Malayalam & Tamil

 **Hobbies**

Cooking, Dancing,Music, Sports

The above stated information is true to the best of my knowledge and belief.

 Yours Faithfully,

Robin

Date-:

Place-: