

RESUME



Amey Tripathi.

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401101.

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Profile Summary.

Knowledgeable and dedicated customer service and sales professional with extensive experience in Business Process Outsourcing industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

EDUCATION:-

- SSC from St. Xavier High School – 2013.
- HSC from Durgadevi Saraf Junior College – 2015.
- Graduate Bachelor in Mass Media - 2020.
- MS-CIT certified 2015.

EXPERIENCE:-

HEARTBORO SOLUTION.

Customer Sales Advisor – April 2016 to September 2018.

- Making outbound calls in a professional manner while keeping and improving customer relation and needs.
- Greet and assist customers help them in their search for products.
- Suggest applicable and relevant up sells to help customer.
- Meet weekly, monthly, and quarterly targets.

EPICENTER TECHNOLOGIES PRIVATE LTD –
Collection Sales Advisor - October 2018 to July 2019.

- Monitor accounts on a daily basis.
 - Identify outstanding account receivables.
 - Investigate historical data of debts and bills.
 - Take actions in order to encourage timely future payments.
 - Process payments and setup future recurring payments on time.
 - Resolve billing issues and customer credit issues.
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**TECH MAHINDRA BUSINESS –
Customer Relation Advisor – August 2020 to May 2021.**

- Establish rapport with new and existing customers.
 - Handle inbound and outbound calls to customers to assist with their policy related questions and verify and document information.
 - Provide resolution to customer concerns.
 - Follow up with customers with questions/concerns.
 - Reselling the benefits of our policies.
 - Use discretion and tact when speaking with customers.
 - Set up accounts/contracts with new customers.
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SKILLS:-

- Adaptive with technology and computers.
 - Fast Learner, Passionate and Enthusiastic.
 - Time management, Teamwork.
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PERSONAL DETAILS:-

Hobbies – Writing, Photography, Space learning.

Language – Hindi, English

Date of Birth – 04th March 1998.

Marital Status – Unmarried.

Nationality – Indian.

I hereby declare that above furnished particulars are true to the best of my knowledge and belief.

Place: Mumbai

Date:

Amey Tripathi.