
PRITI GOSWAMI

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PROFESSIONAL SUMMARY

JOB OBJECTIVE

- To work in a challenging environment with an esteemed organization which gives me scope to learn new skills and to implement knowledge and experience gained for the success and growth of the organization and also with a scope for personal development.
- A result-focused professional with approx 10 years of experience of handling international and domestic clients or processes.
- Solutions-driven, client eccentric professional with significant experience in handling all aspects of service functions.

SKILLS

- People management of a team of 30 people.
- Ability of handling the entire operations department (Pre-sales & Post sales).
- Ability of handling the highly dissatisfied clients from all level of escalations.
- Ability of handling the post-sale service operations while ensuring client satisfaction and business retention.
- Ability of identifying improvement areas & implementing measures to maximize client satisfaction level.
- Ability of handling the client in such a way that customer remembers services given by me. Excellent communication.
- Fast learner & capable of handling pressure.

EDUCATION

MBA

Sikkim Manipal University

B.A: 2010

C.C.S University

- **Intermediate (12th) from U.P Board in Year 2007.**
- **High School (10th) from U.P Board in Year 2005.**

WORK HISTORY

Senior Manager, 09/2017 to 11/2018

Blue Rose Publishers – New Delhi, DL

- Managed entire branch and handled team of 30+ members from multiple departments and multiple large-scale book publishing process.
- Planning and implementation of sales strategies.
- Managed inventory, production, workflow and distribution, analyzing each stage of project and recommending improvements to streamline processes.
- Supervised department team members to foster site-wide productivity.
- Made sure the best customer services to customers.
- Handled the allocation of staffing resources at [2] locations.
- Developed project management road-map to define project objectives, timelines and milestones.
- Communicated with clients to educate on offerings, promote product and express value to boost sales.
- Managed 1000+ Book publishing projects within 1 year.

Manager, 11/2016 to 07/2017

Grobo Enterprises – New Delhi, Delhi

- Managed the e-commerce admin portal of the company and communicated best practices between all companies, business executives and site leadership teams to ensure alignment.
- Planning and implementation of sales strategies.
- Prepared quotes for new products, services and upload on website.
- Identified customer needs and communicate them to the supply chain capacity and quality teams.
- Negotiated manufacturing service agreements and quality standards.
- Drafted, distributed and updated communications and policy memos.
- Coordinated site investigations, documented issues and escalated to executive teams as needed.

Account Manager, 07/2014 to 09/2016

Encore Capital Group – Gurugram, Haryana

- Contacted customers and Utilized scripted conversation prompts to convey current account information to collect outstanding payments via one-time or negotiated installment methods.
- Worked in call center environment handling manual and automatically dialed outbound calls.
- Used skip tracing and other techniques to locate debtors.

Senior Executive, 02/2011 to 07/2014

IBM Global Process Services – Noida, Uttar Pradesh

- Responded to escalations from highly dissatisfied customers across India.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

- Received multiple positive reviews which acknowledged dedication to excellent customer service.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.

Sales Team Leader, 06/2009 to 08/2010

Auric Financial Advisers LTD – New Delhi, Delhi

- Handled team of 12 members to achieve the Insurance sales target.
- Motivated teams to generate leads.
- Coordination with production and sales team to make sure the timely meeting to be held with client.
- Handled portfolios and prospective leads.
- Visited customer locations to determine needs and set up contracts.

Sales Executive, 11/2008 to 08/2009

Unicon Advisers – Noida, Uttar Pradesh

- Utilized provided data to make outbound calls to respective customers for selling Insurance plans.
- Over achieved the target and got the next level as team leader.

PERSONAL DETAILS

Date of Birth : 7-October-1990,
Languages Known : English, Hindi and Punjabi.
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DECLARATION

I hereby solemnly declare that all the statements made above are true and correct to the best of my knowledge and belief.

Place.....

Date.....

Signature.....