

Raheela Sofi

raheelasofi24@gmail.com | +91 6005298336

CAREER OBJECTIVE

Highly professional Telemarketer with great creative and interpersonal abilities. Powerful telephone skills and performance in high-volume environment. Friendly, persistent and skilled in overcoming objections to close sales. Performance-driven Associate with stellar record of accomplishment in connecting with customers and driving remarkable sales. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Proactive, well-organized sales leader successful at meeting and exceeding targets with strategic approaches. Skilled sales and customer executive, product demonstrator and problem- solver.

EDUCATION

University of Kashmir BA in functional english - 7.43	Jun 16 - May 20
Indira Gandhi National Open University Srinagar - Diploma in Nutrition - 8.0	Sep 20 - Sep 21
All India IT Association Diploma In Computer Applications - 7.8	Mar 14 - Feb 15

WORK EXPERIENCE

Callarity Pvt. Ltd. (Merged Into FinmechBusiness Services Pvt. Ltd.) Sales Executive	Oct 22 - Present
--	------------------

Contacting potential or existing customers to inform them about a product or service. Direct prospects to the field sales team when needed. Educate customers on special pricing opportunities and company offerings. Met and exceeded productivity targets by handling every interaction with top-notch customer service. Educate customers about product or service offerings meeting individual needs. Ask questions to understand customer requirements and close sales.

Handle grievances to preserve the company's reputation. Go the "extra mile" to meet sales quota and facilitate future sales.

Xiaomi Technology

Oct 21 - Oct 22

Customer Executive

Handle incoming calls from the customer
Communicate effectively and professionally.
Efficiently gather complete information to access and fulfill customer needs.
Maintain a high level of professional and ethical standards in all business transactions. Build relationships to gain customer confidence and loyalty.
Responsible for providing service to the customers via (Hotline/Email/Chat/Outbound) in order to solve the issues.

NEXT GEN TMI

Sales Executive

Nov 22 - Dec 22

Handling the international calls.
Communicate effectively and professionally.
Efficiently gather complete information to access and fulfill customer needs.

SKILLS

- **Negotiation and Persuasion**
- **Customer Service**
- **Attention To Detail**
- **Cold Calling**
- **Email And Telephonic Etiquette**
- **Networking And Prospecting**
- **Verbal And Written Communication**
- **Warm Calling**
- **Relationship Building**
- **Documentation and Reporting**
- **Outbound Calling**
- **Customer Transactions**
- **Product Descriptions, Detail-Oriented, Active Listening**

LANGUAGES KNOWN

- English
- Urdu
- Kashmiri
- Hindi

DECLARATION

Here by, I assure that the information furnished above is true.

Date : 15 Sep 2023

Place : Baramulla, Jammu And Kashmir

Raheela Sofi