



ANJALI SAHANI

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m
Gurugram IN

SUMMARY

Versatile Customer Support Manager highly effective at conflict resolution and persuasive communication. Knowledgeable about quality assurance and training to support and set up teams for success. Hardworking and reliable with excellent attention to detail to manage processes and timelines to accomplish tasks.

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

SKILLS

- Research and due diligence
- Customer Relations
- Sales proficiency
- Customer Trend Analysis
- Customer Service
- Lead Generation
- Goal Setting
- Client Relationship Management
- Relationship Building
- Problem-Solving

EXPERIENCE

Associate Customer Relationship Manager

HARYANA, IN

Policy Bazaar/ Sep 2023 to Apr 2024

- Developed and maintained relationships with key customers to ensure customer satisfaction.
- Analyzed customer needs, identified opportunities for improvement and provided solutions.
- Coordinated customer feedback and complaints with relevant departments.
- Collaborated with the sales team to develop strategies for increasing customer loyalty.
- Created reports on customer feedback, trends and other insights for senior management review.
- Drafted policies and procedures related to customer relations processes.
- Resolved conflicts between customers and internal teams while maintaining a professional attitude.
- Monitored competitor activities in order to stay ahead of industry trends.
- Ensured compliance with applicable regulations related to customer service operations.
- Assisted in developing marketing materials for targeted campaigns towards specific audiences.
- Tracked progress of projects from initiation through completion and communicated status updates accordingly.
- Generated reports on customer activity, engagement metrics, revenue generated.
- Provided exemplary level of service to customers to extend relationships for future business opportunities.

QUALITY ANALYST

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GLOBVIA SERVICE PRIVATE LIMITED

- Conducted daily call audits, achieving a target of 30 calls per day, to ensure adherence to quality standards and customer satisfaction
- Provided timely feedback and coaching to advisors to enhance their performance and improve customer service delivery
- Facilitated quality sessions to identify areas of improvement and implemented strategies to enhance overall team performance
- Recognized for consistent performance and exceeding the given monthly target.

CUSTOMER SERVICE EXECUTIVE

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GLOBVIA SERVICE PRIVATE LIMITED

- Resolved customer queries and concerns in a professional and courteous manner, ensuring a high level of customer satisfaction
- Demonstrated effective cross-selling techniques, contributing to an increase in customer retention and revenue generation
- Recognized as the best performer in C-sat and quality scores for consistently delivering exceptional service.

SALES EXECUTIVE

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ONE POINT ONE

- Successfully generated leads and followed up with both customers and dealers, contributing to increased sales revenue
- Maintained a proactive approach to achieve sales targets and meet customer requirements.

EDUCATION AND TRAINING

Bachelor of Arts: Arts Program

Sardar Patel Sr Secondary School Dec 2021

Delhi

LANGUAGES

English:  B2

Upper Intermediate