



KRITI VERMA

Dedicated and results-driven Tele caller with 1 year of experience in delivering exceptional customer service and exceeding sales targets. Proven ability to build rapport with customers, identify their needs, and effectively promote products and services. Adept at handling high call volumes with professionalism and efficiency. Seeking to contribute my skills and expertise in a challenging telecalling role.

PERSONAL

- Name**
Kriti Verma
- Address**
127, Gali No- 4, Near Green Heritage, Mainpura
800001 Patna
- Phone number**
9241554621
- Email**
vermakriti39@gmail.com
- Date of birth**
09-12-2002
- Gender**
Female
- Nationality**
Indian
- LinkedIn**
[https://www.linkedin.com/in/kriti-verma-5724b8255?
utm_source=share&utm_campaign=](https://www.linkedin.com/in/kriti-verma-5724b8255?utm_source=share&utm_campaign=)

INTERESTS

- Dancing
- Travelling
- Photography



WORK EXPERIENCE



Aug 2022 - Oct 2023

Telecaller

Shine Pro Pvt Ltd, Patna

- Conduct outbound calls to potential customers, introducing products and services to generate leads and sales opportunities.
- Achieved consistently high conversion rates, exceeding monthly sales targets by 20% on average.
- Cultivated strong customer relationships through effective communication and product knowledge.
- Resolved customer queries and concerns promptly, ensuring a positive customer experience.



EDUCATION AND QUALIFICATIONS



Jul 2019 - Jun 2022

Bachelor in Mass Communication

Glocal University, Mirzapur Pole, Uttar Pradesh



SKILLS

Communication



MS Office

