



Deepanshi porwal

PERSONAL DETAILS

Current Location Delhi

Date of Birth November 10, 1997

Gender Female

GET IN TOUCH!

Mobile:

+91-9667888548

Email:

Deepanshi.porwal11@gmail.com

SKILLS

- Team Management
- Marketing Communication
- Corporate Training
- Outbound Process
- Customer Support
- MS Office
- Marketing
- MS Excel

LANGUAGES KNOWN

English (Both)

Hindi (Both)

CERTIFICATIONS

- Certification Course in Tally 9. ERP

- Certificate Course in CCC

EDUCATION

Post-Graduation

Course M.com

College Chhatrapati Shahu ji Maharaj University
kanpur, U.P.

Year of Passing 2020

Percentage 66.35%

Graduation

Course B.com

College Chhatrapati Shahu Ji Maharaj University, Kanpur, U.P.

Year of Passing 2018

Score 64.2

Schooling

Class XII

Class X

Board Name CBSE

CBSE

Year of Passing 2015

2013

Score 83.2

9.8 Cgpa

INTERNSHIP

WhiteHat Jr | May 2021 - August 2021

- Worked as a pre-sales intern where the main role and responsibilities was to connect with customers and nurturing the potential clients by giving them product demonstration on daily basis, offer them free trial classes and taking feedback from the clients.

WORK EXPERIENCE

WhiteHat Jr | August 2021 - November 2022

- Worked in the UE department to ensure the quality of leads by delivering sales pitch, product demonstration to potential clients..
- Worked as Assistant Team Leader, handling and training 6 executives to achieve team target on daily basis
- Worked as performance counselor and trainer for new joiners.
- Collaborate with customers to ensure the highest level of customer satisfaction by resolving their queries
- Engaging after the sessions to know the experience of the students and raising tickets to cope up with the shortcomings of the product.
- Ability to complete daily and weekly tasks of slot bookings and class completions.
- Handling proactively user calls and queries positively.
- Customer support and access customer records by verifying their information.
- Finding and converting potential leads to engage and take demo with us.
- worked on crm applications like salesken, zendesk, slack, ops.

AWARDS AND HONOR

- WhiteHat Jr - Received 6 recognition certificates as an outstanding performer