



# Sweeti Gupta

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## Profile

Dedicated and results-driven Customer support with one year experience in providing exceptional service to diverse clients. Skilled to addressing customers inquiries and resolving issues promptly and professionally. Proficient in utilizing various communication channels, including phone, email and chat to assist customers effectively.

## Education

<b>12th Arts (Hindi, English, Economics and Physical Science)</b> Govt. School, Delhi	Apr 2014 - May 2016
<b>Bachelor in Arts, Hindi</b> Delhi University, Delhi	Aug 2016 - Oct 2019
<b>Master of Arts, Hindi</b> IGNOU, Delhi	May 2019 - Jun 2021

## Employment

<b>Customer Care Executive</b> Teleperformance, Gurugram	Sep 2021 - Oct 2022
<ul style="list-style-type: none"><li>• Provided Exceptional customer service, Offer High-Quality assistance to customer by addressing inquiries.</li><li>• Managed high call/email volumes effectively, balancing speed and quality of service to meet individual and performance Targets.</li><li>• Educated customers about product features, usage, and best practices.</li></ul>	
<b>Sales agent</b> Lenskart, Gurugram	Oct 2022 - Present
<ul style="list-style-type: none"><li>• Selling the eyewear through Chats and calls.</li><li>• Greet and assist customers as they shop for new products.</li><li>• Meet weekly, monthly and quarterly sales quotas</li><li>• Learn how products work and how to troubleshoot issues with customers.</li><li>• Managed high chat flow volumes effectively, balancing speed and quality of service to meet performance and Targets.</li></ul>	

## Personal details

Date of birth	September 24, 1997
Place of birth	New Delhi
Gender	Female
Nationality	Indian
Civil status	Unmarried

## Skills

Communication & Writing Skills, Time Management, Problem solving.

## Languages

Hindi and English

## Hobbies

- Reading novels (Hindi Novels), Cooking and Dance.