

CONTACT

Sonal Keshri

📍 14th Avenue, B- Tower, Gaur City-2 ,Noida Extension

📞 8789499800

@ sonal.keshri006@gmail.com



OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EXPERIENCE

11-05-2023 -
Present

- **Associate**
Physics Wallah
I am working in a Ed.tech company as a Associate where I handled an average of 50-70 calls a day and also connect with the customer through chats and mails. I'm experienced in solving customer problems and ensuring customer satisfaction. I consistently exceeded my sales targets by developing and executing innovative sales strategies. I also took on leadership responsibilities by mentoring and training junior team members. My ability to build and maintain strong customer relationship has consistently resulted in repeat business and increased revenue.

07-03-2021 - 03-11-
2022

- **PRT Teacher**
The Garden International School

EDUCATION

2016

- **PRARAMBHIKA AHMEDPUR BALUAA DANAPUR S PATNA BR**
Matriculation
7.2

2018

- **J.D WOMEN'S COLLEGE PATNA BIHAR**
Intermediate
60%

2021

- **J.D WOMEN'S COLLEGE PATNA BIHAR**
Bachelor of Arts(English Honours)
60%

SKILLS

- Empathetic Listening
- Flexible
- Councelling
- Team work
- Responsible
- Problem Solving
- Communication