

Dhanashri B.Deshmukh

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Career Objective

To secure a challenging position in a reputable Organization to expand my learnings, Knowledge and skills. Looking for opportunities to incorporate my skills and training to help the company grow.

Key Skills

- Ability to work in Competitive Field
- Confidence, Customer Relation, Leadership Qualities
- Quick study, with an ability to easily grasp and put into application new idea, concepts, methods and technologies. Dedicated, innovation and self- motivation team player/builder.
- Exceptional leadership, organizational, oral/written communication, interpersonal analytical and problem resolution skills. Thrive in both independent and collaborative work environment.
- Complaint Resolution
- Building Customer Loyalty

Professional Experience

- **Mercedes- Benz Financial Services India Private Limited**
- **Sr. Executive- Customer Service 5th August 2020**
-Present

Roles & Responsibilities

- Handles incoming calls or inquiries from prospective customers or clients.
 - Assists customers effectively by solving customer disputes.
 - Greet customers warmly and ascertain problem or reason for calling.
 - Provides customer additional information or explains services.
 - Discusses products offered and ensures customer satisfaction.
 - Update customers details in CRM Tool.
- **Proteus Ventures LLP.**
Community Manager 9th Sept 2019 - 30 May 2020

Roles & Responsibilities

Handling walk-in clients.

- Assisting existing clients at the work- station with required office supplies, support staff& refreshments.
- Assisting client with the quotations & facilities/services.
- Maintaining follow-up with the existing client & new prospects.
- Creating customer's Account and to update their Profile.
- Handling mails, calls and chats related to client query & concerns.

➤ **FedEx TSCS Pvt. Ltd.**
Customer Care Executive - Associate
1st July 2016 - 28 February 2019

Roles & Responsibilities

- Handling customer query on call in regards to tracking and pickup.
- Creating customer's Account and to update their Profile.
- Handling queries on E-Mail and Chats in regards to import and export shipments.
- Handling escalation mails and calls and chats.
- Handling B2B customer.

Computer Skills

- Ms-office, Ms-Word, Ms-Excel, Ms-Power Point.
- Windows all platforms.
- MS-CIT.

Academic Qualification

- 2014 – Diploma in Computer Engineering.

Languages

- English, Hindi and Marathi (Fluent in both written & spoken skills)

Personal Information

Date of Birth : 21th May 1994

Sex : Female

Marital status : Married

Nationality : India

Date:

Dhanashri D.

