



RAVIKANTA

CRM - CUSTOMER CARE EXECUTIVE

ABOUT ME

I'd like to introduce myself as a CRM professional, or customer care executive. who has more than three years' experience in this field. I have experience in many different departments and have gained a lot of knowledge. I learn things quickly, and I want to learn more.

CONTACT

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EDUCATION

Bachelor of Arts - Graduate

Delhi University

I complete my graduation in B.A from Delhi University

Hotel Management -Diploma

World Class Skill Centre

I done my hospitality course from WCSC it's a skill certification course.



EXPERIENCE

Sage Apothecary Pvt. Ltd.

July 2021 - Currently

CRM - Customer Care Executive

Roles and Responsibility

- Track customer interactions.
- Keep contact information up to date.
- Set tasks and reminders for follow-up with contacts.
- Creates and builds workflows for faster task and contact management.
- Identify bundling and upsell opportunities for current customers.
- Handling shopify, Emailing, what's app marketing,
- Take ownership to resolve customers queries
- Maintains customer data
- Handling whole backed of 2 Brands - Sage & Seer

Sales Coordinator

Roles and Responsibility

- Outward - Inward
- India Mart queries
- Responding to complaints from customers and give after-sales support when requested
- Maintains data sheet of customers and stock entries.
- Payment follow up
- Handling many thing like - Quotation, Po, E-Mailing.
- Respond to complaints from customers and give after-sales support when requested

Jaypee Residency Manor

F & B Hostess

Roles and Responsibility

- Welcome guests in a warm and friendly manner or professionally
- Monitors restaurant activity to determine seating and dining flow.
- Operating HMS software for billing
- Engaging with guests to ensure they're happy with food and service.



INTEREST



Cooking Stitching Technology Traveling