



Saloni

CONTACT

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 ji 110019

SKILLS

Excellent Communication & Interpersonal Skills



Customer Handling & Persuasion Expertise



*Strong Sales & Negotiation Ability



Team Collaboration & coordination



Quick Learner with Adaptability



Basic to Intermediate MS excel



Computer Literacy & Data Handling



EXPERIENCE

***BPO Executive – Credit Card Sal** 2021 - 2023
 *Great India Communications Pvt. Ltd.
 * Promoted and sold credit card products to potential customers.
 * Explained offers, benefits, and schemes effectively to drive conversion
 * Built strong customer relationships through convincing communication.
 * Achieved sales targets while maintaining service quality.

Customer Support Executive (BPO) 2023 - 2026
 Grand Ananta Valley Resorts Pvt. Ltd
 *Provided detailed information about services, offers, and packages.
 *Handled customer queries and resolved concerns efficiently
 *Ensured high customer satisfaction through prompt support.
 * Assisted in improving customer engagement and retention.

OFFICE ASSISTANT 2026 -
 flameklog fire equipments pvt ltd
 *Managed office files and documents
 *Performed data entry and maintained records
 *Handled calls and emails
 *Worked on MS Word, Excel, and basic computer tasks
 *Provided support to staff and clients
 *Managed office coordination and daily administrative tasks

EDUCATION

10th 2018
 (Senior Secondary)** Govt. Girls Sr. Sec. School, DDA
 Colony Phase 2, Kalkaj
 69%

12th 2020
 Senior Secondary)** Govt. Girls Sr. Sec. School, DDA
 Colony Phase 2, Kalkaj
 79%

CERTIFICATIONS

*Basic Computer Course (6 Months) – Santi Sahyog
 * Advanced Excel & Basic Tally – Earth Institute

LANGUAGES

- * Hindi – Fluent
 - * English – Intermediate
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INTERESTS

- * Cooking
 - * Learning New Skills
 - * Personal Development
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PERSONAL DETAILS

- *Date of Birth: 16 June 2003
 - *Gender: Female
 - *Location:Delhi
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DECLARATION

I hereby Declare that the facts given above are genuine to the best of my knowledge and belief
