

LOHIT NELLI

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SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in (BPO, IT, Call Centre, Domestic and International processes) industries. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

SKILLS

- MS-Office
 - MS word
 - Microsoft Excel
 - Power Point
 - Typing - 35 WPM
 - Data Entry
 - Multi-line phone talent
 - Staff education and training
 - Live chat support
 - Payment Processing
 - Documentation
 - Spreadsheets
 - Lead Generation
 - Appointment Scheduling
 - Report Generation
 - **CRM Software tools** - Awava, Awaya Work Space, C-cass, Zira, Taurus, Zendesk, Shopify, Hub-spot, Slack, Trello, Leaf
 - Email, Calls and Chat Management Skills
 - Team management
 - Strong verbal and written
 - communication skills
 - Negotiating
 - Customer Service & Support Skills
 - LinkedIn Handling
 - Recruitment
 - Sourcing Candidates
 - Inbound and outbound calling
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WORK HISTORY

Customer Service Representative, 01/2023-08/2023

Recharge Trend Setter - Remote

- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction
- Educated customers on promotional options, sales policies, and methods for obtaining desired results from company offerings
- Described product highlights and benefits to help guide purchasing decisions
- Resolved concerns with products or services to help with retention and drive sales.
- Maintained and managed customer files and databases
- Emphasized product specifications to meet customer needs
- Contacted potential customers to capitalize on sales opportunities
- Identified new business opportunities through cold-calling, networking, marketing, and prospective database leads
- Developed, maintained, and utilized a diverse client base
- Served customers with knowledgeable, friendly support at every stage.

Customer Service Representative, 08/2022-01/2023
Sciscom - Remote

- Answered customer telephone calls promptly to avoid on-hold wait times.
 - Provided primary customer support to internal and external customers.
 - Updated account information to maintain customer records.
 - Offered advice and assistance to customers, paying attention to special needs or wants.
 - Answered constant flow of customer calls with minimal wait times.
 - Responded to customer requests for products, services, and company information.
 - Participated in team meetings and training sessions to stay informed about product updates and changes.
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Technical Recruiter, 02/2022-07/2022
Platinus Technologies - Remote

- Interviewed candidates using different interview approaches and methods and wrote and posted technical job descriptions.
 - Sourced and selected applicants for technical positions within the company.
 - Used Boolean searches to develop applicant portfolios for expected openings.
 - Conducted phone interviews to assess applicants' relevant knowledge, skills, experience, and aptitudes.
 - Developed and implemented strategies to identify and source technical talent for multiple industries.
 - Built strong relationships with internal and external candidates to ensure an excellent hiring experience.
 - Conducted performance reviews and provided feedback to managers on employee performance.
 - Assisted with writing job postings and job descriptions for boards.
 - Pre-screened resumes before sending them to corporate hiring managers for consideration.
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Customer Service Representative, 02/2021-12/2021
EPHP Solutions - Gondia, India

- Responded to customer calls and emails to answer questions about products and services.
 - Maintained CRM Software tools according to the business requirements.
 - Helped target volume of customers every day with a positive attitude and focus on customer satisfaction.
 - Answered customer telephone calls promptly to avoid long wait times.
 - Actively listened to customers, handled concerns quickly, and escalated major customer interactions to track and resolve issues quickly.
 - Maintained customer satisfaction through forward-facing strategies focused on addressing customer needs and lessening complaints.
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Pre-Sales Executive, 02/2021-12/2021
EPHP Solutions - Gondia, India

- Assisted customers in troubleshooting product issues and provided timely technical support.
- Wrote detailed technical documentation for company products.
- Helped customers improve results by recommending changes.
- Focused on lowering costs, increasing production, or adding new functionality.
- Cultivated and maintained strong relationships with customers to ensure a positive customer experience.

- Responded to specific customer requests, including RFP responses and industry-specific solutions.
 - Helped the team implement successful sales strategies for complex engineering.
 - projects Gained extensive knowledge of products and services to provide best-in-class sales engineering solutions.
 - Worked closely with the sales team on understanding customer requirements.
 - promoting products, and delivering sales support.
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EDUCATION

Bachelor of Science: Science Education, 06/2022

Shankar Lal Agrawal Science College - Gondia, Maharashtra

GPA: 63.37

High School Diploma: 04/2019

Manohar Municipal Highschool And Junior College - Gondia, Maharashtra

GPA: 57.23

Secondary School Certificate: 05/2017

Manohar Municipal High School And Junior College - Gondia, Maharashtra

GPA: 70.20

CERTIFICATIONS

- **Mastering Customer Service at ibex** - An Online project based on challenges of the IT- BPO company, offered through Qureos in collaboration with ibex
 - **E-TEST**-It's a Talent skill test taken in account of teachers day at every Computer institute in Gondia (July-2021) Score - 72%
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COURSES

- **MS-CIT Maharashtra State Certificate in Information & Technology** (April-2021} SCORE-93%
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LANGUAGES

- **English** - Native/Bilingual
 - **Hindi** - Native/Bilingual
 - **Telugu** - Native/Bilingual
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HOBBIES AND INTERESTS

- **Hearkening Music**
- **Watching Scientific - Movies**
- **Playing Football**