

## Avni Bhoot

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### OBJECTIVE

Enthusiastic customer service professional ( Telecom, Banking,IT) with 7 years of experience working as a liaison between consumers and corporations. Outstanding communication, relationship- building and influencing skills, customer engagement; competent in building customer relationships which inspire confidence and loyalty. Telesales Representative with excellent marketing skills being an asset to a company in need. Adept at handling Customer Complaints & provide appropriate solutions.

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### EXPERIENCE

#### **Y The Wait**

05/07/2021 -  
Current Date

Call Center Team Leader

Motivated team of call center operators on both inbound and outbound calls.

Supervised outbound team to ensure they followed computer-generated lead order and exhibited courtesy at all times.

Did spot-checks listening in on calls to make certain team followed provided scripts.

Ran monthly goal contests with rewards.

Motivated team to meet monthly goals and beat other teams in the Center.

Hired and fired staff.

Set monthly and daily sales goals for outbound call team according to company objectives.

Monitored calls by listening in randomly.

Ensured script was always followed by team members on call.

Performed removals from call rotation of people who requested to be taken off the call list.

Updated computer leads.

Motivated staff to reach sales goals through contests and bonuses.

#### **Guardian One Technologies**

04/10/2020 -  
01/06/2021

Sales Executive

Collaborate with Business Develop and Practice Lead, to develop sales pipeline reports and dashboards

Develop phone scripts and email campaigns that target new clients/accounts

Create brand structure to ensure success for lead generation specialist through research and marketing efforts

Develop marketing project and campaigns to acquire new revenue

Identifies, qualifies and closes new opportunities

Manages accounts including the entire sales process from business development

prospecting and specifications through contract negotiations, signing, and post-sales support

#### **Pact Software Services**

25/01/2020 -  
09/08/2020

Business Development Executive/Telesales

Selling a range of products and services, to both new and existing clients.

Working on high quality appointment setting campaigns.

Making B2B outbound telesales calls.

Conveying technical information to customers.

Closing sales and making plans to gain repeat business.

Booking appointments for sales representative to visit potential customers.

#### **Smart Union Commercial Brokerage LLC**

22/04/2019 -  
18/11/2019

Relationship Manager/Banking

Engage and educate customers on product usage

Documented all customer inquiries and comments thoroughly.

Answered customer questions about product availability and shipment time. Convey brand information to customers and respond to questions/inquiries that arise

Accurately filled out paperwork daily to ensure the credit card process was complete, to find out where we stood for the month on credit cards.

Communicated sales promotions to customers to grow average customer accounts, to increase company revenue.

**Tech Mahindra Business Services**19/03/2015 -  
10/12/2018

Customer Service/Call Centre/Collection

Managing customers expectations and helping them with financial negotiations.

Negotiated and documented collection communications with the customer.

Consistently exceeded goals and expectations of management earning Employee of the month on multiple occasions.

Managing role effectively to collect MOBILE BILL payments.

Contacted customers to negotiate acceptable payment arrangements or settlements, when applicable.

**Customer Service Manager**

Developed and implemented staff training and mentoring programs.

Dealt with customer issues in a courteous manner.

Ensured that rules of conduct were adhered to during each call.

Approved time off requests and prepared staff schedules.

**Justdial Ltd**23/05/2013 -  
14/02/2015

Sales Associate/Telesales

Identifies and generates leads through networking, cold-calling and marketing, converting into key accounts.

Manages high-profile corporate accounts.

Coordinates and leads service review meetings to ensure customer satisfaction and SLAs are being met.

Uses CRM to record data.

Key role in developing the team: conducting training and mentoring.

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**EDUCATION****St. Ann's High School**

2011

Higher Secondary School Certificate

Grade C1

**St. Ann's High School**

2009

Secondary School Certificate

Grade One

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**SKILLS**

Soft Skills - Honest, Friendly, motivated, Enthusiastic, Decision Making, Accept Feedback, Desire To Learn.

Behavioural Skills - Assertiveness, Asking permission, Accountability, Asking for help.

Customer Service Skills - Caring, Detail Oriented, Attention To Detail, Accuracy.

Computer Skills - Email, Internet, Client Support, Microsoft Office, Documentation.

General Skills - Goal Setting, Defining Problems, Collaboration, Being Creative.

Technical Skills - Microsoft Office Suite 70WPM typist CRM &amp; Familiar with UK based Applications Asksid PGA Tallyman Microsoft Word Microsoft PowerPoint

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**ACHIEVEMENTS & AWARDS**

Top Performer for the month of August 2019.

Exceeded targeted sales goals by 70%.

Awarded as a BIG campaign winner (campaign name- GSGS) for amazon vouchers worth Rs 15000 and above.

Recognized as SPOTLIGHT Winner for 3 times in 12 months for the financial year 2016.

Recognized as SPOTLIGHT Winner for 6 times in 12 months for the financial year 2017.

Rewarded with Samsung Galaxy S7 Edge mobile phone as a winner for 3 months constant top performance.

Received Certificate for soft spoken communication with customers.

A top NOTCH batch was been rewarded for constant 6 months performance.

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## LANGUAGE

English

Hindi

Gujarati

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## INTERESTS

Art(Drawing)

Gaming

Traveling

Music

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## CORE COMPETENCIES

Team Management

Customer Service

Training & Development

Scheduling & Organization

Communication

Teamwork & Supervision

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## PERSONAL STRENGTHS

Communication Skills

Flexibility and adaptability

Quick Learner

Coaching and Teaching Juniors

Goal Oriented

Active Listening Skills

Perfect Negotiator (Negotiation Skills)

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## REFERENCE

On Request - ""