

MEERA D

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CAREER OBJECTIVE:

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

WORK EXPERIENCE

1.JNJ Technologies and Services, Vijayawada, Customer support , sales and Hiring intern, May 2024 to Dec 2024

Roles and Responsibility:

Hiring Intern (Call and Chat)

Conducting Initial Screening: Engage with job candidates over calls or chats to conduct preliminary interviews and screen resumes for suitability.

Scheduling Interviews: Coordinate with candidates and hiring managers to schedule interviews, providing necessary details and instructions.

Assisting with Recruitment Process: Help candidates understand the application process, required documents, and timelines.

Maintaining Candidate Records: Track candidate information, applications, and progress through the hiring process in the company's recruitment system.

Providing Feedback and Updates: Communicate with candidates to update them on their application status or provide feedback following interviews.

Customer support and sales:

Respond to customer queries regarding products, services, sales and policies, ensuring all responses are accurate and helpful.

Provide solutions for customer problems, whether sales or service-related, ensuring quick and efficient resolution.

Handle and address customer complaints in a polite and professional manner, aiming for a satisfactory outcome.

Record key details of customer interactions, issues, and resolutions in the CRM system for tracking and future reference.

Offer a positive customer experience through empathy, active listening, and professional communication

2.Lifecell international Private Limited, From Feb2022To May2023 / Sales operations

Roles and Responsibility:

- Follow up on Sales Person Tagging in different Platform
- Business Code Tagging in Different Platform
- Escalate unresolved queries to respective departments.
- Establishes, develop & maintain business relationships with customers & 3rd party agents to generate sales

2. Lifecell International Private Limited, Chennai| Oct 2018 – Feb 2020 | Customer support Executive

Roles and Responsibility:

- Follow up on new leads and referrals to generate business
- Achieving the monthly sales targets, Cross sell assets and fee products
- Ensure customer satisfaction through regular engagement
- Resolve customer queries/issues and facilitate customer service
- Maintain periodic status reports, including daily activity report and calls/follow-ups.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Developed highly empathetic client relationship and earned reputation for exceeding service standard goals.
- Assisted the sales team for incoming requests for new sales s and handled cold calls turned into business.

EDUCATION

M.Sc Biotechnology - 2018

Hindustan College of Arts and
Science Madras University

Passed with **82 %** aggregate.

PROFESSIONAL SKILL SETS

- Customer Support
- Documentation Skills
- Resolving Conflict
- Ability to Work Under Pressure
- Organizational Skills
- Adaptability
- Familiar with Windows OS
- Customer Relationship Management (CRM)

LANGUAGES KNOWN:

- ENGLISH
 - HINDI
 - TAMIL
 - NEPALI
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DECLARATION

I hereby declare that the above furnished information's are correct and true to the best of my knowledge.

PLACE : Neyveli

Yours
Truly,

(MEERA D)

