

# LALITA KUMARI

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## CAREER SUMMARY:

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Dedicated Customer Service Representative and Data Entry Operator with 3+ years of experience in data handling, telecalling and lead generation providing exceptional support and ensuring customer satisfaction in fast-paced environments. Skilled in handling high-volume calls, big datasets, resolving complex issues, and building lasting relationships with clients. In search of better opportunity in my career and want to excel in my domain.

## ABOUT ME:

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- D-O-B: 25-06-1982.
- Belong to the south-eastern province of Odisha. Hindu by religion and Indian by birth. Fluent in English, Hindi, Odia, Telugu. Skilful enough in calligraphy and content writing.
- Data Handling and Digital marketing is my niche skills along my professional walk of life.
- I excel in communication, problem-solving, and building rapport with clients. My ability to listen attentively, address concerns promptly, and offer tailored solutions has consistently led to improved customer experiences and enhanced loyalty.
- I have also enhanced my computer, technical skills which is very vital in this fast-growing era.

## WORK EXPERIENCE:

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### Vaishali Dairy Farm

tele calling and Data Entry | Oct, 2021

- Entering the data into the records, generation of new leads and sales held my priority task.
- I employed cold-calling, networking, and marketing techniques to achieve these goals.
- Successfully built and maintained a network of 500+ customers through targeted cold-calling and email campaigns. Data handling of these records was also done simultaneously
- Responsible for data collection and generating orders tailored to customer needs

### CARS-24 services

Data Entry, tele calling and CCR | April, 2024

- Handled outbound and inbound calls to potential and existing customers, addressing their inquiries, entering the data and providing detailed information about Cars24 services.
- Collecting customer vehicle information and educating them on buying and selling options.
- Ensure the seller provides a clear title and bill of sale and verify the VIN on the car matches the title and records.
- Complete the necessary paperwork to transfer the pre-registration details and make the customer ready for further process of booking a slot.

### SAV Public School

Teacher and admin executive | June, 2020

- Plan and implement appropriate curriculum and lesson plans for students, ensuring alignment with educational standards.
- Deliver engaging and interactive lessons across various subjects, including Mathematics, Science, English, and Social Studies, catering to diverse learning styles and abilities.

## EDUCATION:

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- **2021| Khallikote University-IGNOU**  
Bachelors in Art's
- **2017| St.Xaviers-NCT New Delhi Board**  
NTT(Nursery Teacher Training)
- **2005| Govt.Inter College Meerut School**  
Intermediate in Art's
- **1999 | De Paul School**  
Matriculation

## SKILLS:

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- **Data Entry:** Accurately entering and managing customer data in databases.
- **Excellent Communication:** Clear and articulate speaking abilities.
- **Problem Solving:** Any discrepancies in any documents is supposed to be solved at first.
- **Active Listening:** Understanding and addressing customer needs effectively.
- **Customer Service:** Providing empathetic and patient support to customers.
- **Sales Techniques:** Skilled in lead generation, negotiation, and closing sales.
- **Telephony Systems:** Knowledgeable in modern telephony and call center systems.
- **Time Management:** Efficiently managing time to handle multiple tasks and calls.
- **Multitasking:** Capable of managing several customer interactions simultaneously.
- **Resilience:** Maintaining a positive attitude in challenging situations.
- **Team Collaboration:** Working well with colleagues to achieve targets.
- **MS-Excel:** All the data were to be as ready as in CSV format.
- **MS-Word:** Reports submitted and queries informed in document format using MS-Word as a tool

## DECLARATION:

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- I, **Lalita Kumari**, hereby declare that the above furnished details are true and appropriate to the best of my knowledge and if given a chance then I assure my utmost and acute service to the growth of the organization and proliferation favouring the mankind.