

# Rasmita Sethi

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I'm Rasmita Sethi From Berhampur, Odisha And I Have More Than 5 Years Of Experience In Tele Caller And Customer Support.

## Personal Details

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**Date of Birth:** 1990-01-01  
**Eligible to work in:** India  
**Highest Career Level:** 5+ years experience  
**Industry:** Banking & Finance, Customer Service  
**Total years of experience:** 5

## Work Experience

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### Advisor

Reliance Jio Infocomm Limited - Brahmapur, Orissa  
May 2022 to Present

- Manage all customer interactions as rostered within parameters
- Demonstrate ownership on calls when contacted by customer
- Respond to all customers in an appropriate tone and language
- Offer a solution-based approach for all customer interactions
- Educate the customer at every given possible opportunity
- Ensure updating of the product, system, process, and policy knowledge

### Telecaller

MM Associate - Brahmapur, Orissa  
September 2019 to May 2022

Contacting current and potential clients to inform them regarding the product and service. Answering all queries and questions regarding the company and product. Understanding customers' requirements by asking questions and closing the deal. Keeping the customer database maintained and updated.

### Telecaller

Foodpilu - Brahmapur, Orissa  
April 2017 to July 2019

- Gathering customer information, such as names, addresses, and phone numbers
- Recording customer feedback on products and services
- Taking accurate orders over the phone
- Following up with customers to offer new products or services
- Documenting customer feedback for follow-up actions
- Providing pricing details for products and services

Explaining the benefits of products and services to customers

## Education

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### **Bachelor's degree in Bachelor Of Arts in Arts**

Berhampur University - Brahmapur, Orissa

September 2006 to February 2009

### **12th in Arts**

Khallikote University - Brahmapur, Orissa

July 2004 to June 2006

### **10th in BSE, Odisha in BSE, Odisha**

Govt Girls High School - Brahmapur, Orissa

January 2003 to December 2004

## Skills / IT Skills

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- Customer support
- Customer service
- Communication skills
- Organisational skills
- Customer relationship management

## Languages

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- Hindi - Expert
- English - Fluent
- Odia - Expert