

Nilima Gaikwad

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Summary

Knowledgeable Telemarketer with 5 years of experience. Energetic, professional and results-driven. Experienced in cold calls, fundraising, sales and management. Driven Telemarketer enthusiastic about working in fast-paced, competitive environments. Hardworking, knowledgeable and quick thinking. Uses tact, diplomacy and persuasive communication to overcome objectives and close sales. Established Telemarketer with talent in effectively closing. sensitive to customers' apprehensions and needs. Possessing computer proficiency, including mastery in Word, Excel, PowerPoint, Outlook and computer dialing software.

Work History:

Telemarketing Supervisor_Mahindra Holidays and Resorts India. Ltd. Pune, Maharashtra July 2022 – Till Date

- Developed telemarketing objectives and strategies.
- Team Management, trained and supervised work staff.
- Analyzed staff performance and productivity.
- Performing ROI Analysis
- Coordination with Marketing Agency.
- Data Analyzing by giving real time feedback.

Telemarketing Supervisor_Chemmannur International Holidays and Resorts Ltd. Pune, Maharashtra Nov 2021 – June 2022

- Developed telemarketing objectives and strategies.
- Trained and supervised work staff.
- Analyzed staff performance and productivity.
- Team Management.
- Performing ROI Analysis

Sr. Telemarketing Executive, Karma Resorts And Hospitality LLP,Pune,Maharashtra March 2021-October 2021

- Explained product prices and packages as well as answered questions of customers.
- Established excellent sales ability and strong interpersonal skills with confident and persuasive approach.
- Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
- Co-ordinates with Sales team for further face to face appointments.

Sr. Telemarketing Executive, Go Holidays Pvt.Ltd. Pune,Maharashtra 2020-2021

- Explained product prices and packages as well as answered questions of customers.
- Established excellent sales ability and strong interpersonal skills with confident and persuasive approach.
- Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
- Co-ordinates with Sales team for further face to face appointments.
- Also handle team of 5 members.
- Assign their daily Target, track the daily data and appointment reports.

Telemarketing Executive, Chemmanur International Holidays and Resorts Pvt.Ltd. Pune,Maharashtra 2018-2020

- Explained product prices and packages as well as answered questions of customers.
- Established excellent sales ability and strong interpersonal skills with confident and persuasive approach.
- Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
- Co-ordinates with Sales team for further face to face appointments.
- In absence of team manager handle team, provide them data, appointment confirmation with sales manager.
- Give daily reports of data and appointment mets and sales city wise.

Telemarketing Executive, Mahindra Holidays and Resorts India .Ltd. Pune, Maharashtra 2017-2018

- Explained product prices and packages as well as answered questions of customers.
- Established excellent sales ability and strong interpersonal skills with confident and persuasive approach.
- Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
- Co-ordinates with Sales team for further face to face appointments.

Educational Credentials

- **B.E. Information Technology, 2017**
 - Sinhgad College of Engineering, aggregate of **65.79**
- **Higher Secondary School, 2009**
 - Maharashtra State Board, 71%
- **Senior Secondary School, 2007**
 - Maharashtra State Board, **75.84%**

- **Technical Skill Set**

- Programming Languages: **Java, C, C++**
- Databases: **MySQL, MongoDB.**
- Operating Systems: **Windows, Linux.**
- Web technologies: **HTML, CSS, PHP.**

Awards and Achievements

- Passed **English Elementary Exam** held by **Tilak Maharashtra Vidyapeeth** (first class)
- Passed **Akhil Bhartiya Sanskruti Gyan Pariksha** held by **Sanskriti Bhavan, Haryana** (2nd in Maharashtra state)
- Passed **Rashtra bhasha Balbodhini** held by **Maharashtra Rashtra bhasha Sabha** for three consecutive years (first class)

Extra-curricular activities

- Played cricket at District level.
- Black Belt in Martial Art of Karate. (Okinawa Martial Arts Academy)

Personal Details

Date of Birth: **9th Nov 1991.**

Languages Known: **Hindi, English, Marathi .**

Address: **C/15, Ashish Apartment, Near mataji super market, shivpushpa chowk, Annadnagar, Sinhgad Road, Pune.**

Declarations

I, hereby, confirm that the information given here is true to the best of my knowledge & belief.

Place: Pune

Date

Nilima Gaikwad