

# Sejal Goyal

Agra, Uttar Pradesh

[twinklegoyal46668\\_7wh@indeedemail.com](mailto:twinklegoyal46668_7wh@indeedemail.com)

+91 95577 87565

## Work Experience

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### **Senior Customer Relationship Executive**

Educart - Agra, Uttar Pradesh

April 2022 to June 2023

Agra Exceptional interpersonal communication

Achievements/Tasks

Followed through with client requests to resolve Exceptional telephone etiquette problems.

Resolved customer complaints while prioritizing Effective workflow management customer satisfaction and loyalty.

Addressed potential cancellations and offered catered Account management solutions to retain accounts.

Took ownership of customer issues and followed Customer Relationship Management Software (CRM) problems through to resolution.

Assisted with pricing questions, inventory availability and Effective problem solver Hubspot changes to existing order and shipping information.

Kept accurate records to document customer service actions and discussions.

## Education

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### **MBA in Finance and Human Resource**

May 2021 to June 2023

## Skills / IT Skills

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- Technical Support
- Microsoft Excel

## Online Profile

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[linkedin.com/in/sejal-goyal-85900a21a](https://www.linkedin.com/in/sejal-goyal-85900a21a)