

# Utkarsh Singh

## CONTACT

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## EDUCATION

**Kendriya Vidyalaya, Lucknow Cantt**  
Highschool - 80%

**Kendriya Vidyalaya, Lucknow Cantt**  
Intermediate - 63%

**National Post Graduate College**  
Bachelors of Science(Mathematics, Statistics)

## SUMMARY

Results oriented BSc graduate with 24 months of comprehensive experience in customer service and sales at Vodafone-Idea, including 14 months as a Customer Service and Sales Associate followed by a promotion to Customer Representative Executive. I have demonstrated a keen ability to deliver exceptional customer service, drive sales revenue, and exceed performance targets. Proficient in handling customer inquiries, resolving issues, and promoting products and services effectively. Proven track record of success in achieving and surpassing sales goals. Seeking to leverage extensive experience and leadership skills to contribute to a forward-thinking team in a customer-centric environment.

## SKILLS

- Communication Skills
- MS Excel(Basic)
- Time Management
- Adaptability
- Problem Solving

## WORK EXPERIENCE

### Customer Service and Sales

Vodafone-Idea, Faizabad, ( JAN 2022 – MAR 2023 )

- Assisted customers in locating and selecting merchandise, providing product information, and offering personalized recommendations to enhance their shopping experience.
- Collaborated with team members to achieve sales targets and contribute to the overall success of the retail department

### Customer Representative Executive

Vodafone-Idea ( June 2023 – APR 2024)

- Executive assistant, under little supervision and acting on own initiative
- Successfully identified and cultivated new business opportunities, expanding the client base by 30% and contributing to overall company growth.
- Built and maintained strong relationships with clients through regular communication, product demonstrations, and post-sale follow-ups, ensuring high customer satisfaction and loyalty.
- Resolved customer inquiries and concerns promptly, maintaining a high level of professionalism and customer satisfaction.