

**Bhawna Phoolwani**

116/198 Agarwal Farm,

Mansarovar, Jaipur-302020

Contact no. 9461140174

E-mail- bhawnaphoolwani997@gmail.com

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**CAREER OBJECTIVE:**

- Seeking a challenging position in an organization where I am given the opportunity to utilize my skills and knowledge and at the same time help me growing professionally as well as personally.

**EDUCATION AND ACADEMIC HISTORY:**

- Secondary from CBSE Board (2012).
- Sr. secondary from CBSE Board (2014).
- Bachelor of Commerce in Economic Administration and Financial Management from Rajasthan University (2018).
- Master of Commerce in Economic Administration and Financial Management from Rajasthan University (2020).

**TECHNICAL EDUCATION:**

- Knowledge of all editions Window & MS Office.
- Knowledge of CRM & SFDC (Software)

**WORK EXPERIENCE:**

Organisation: **Aavas financiers Ltd.**

Function: **Customer service** Designation: **Senior Executive**

Nov'2021- **Present**

- Handle Customer complaints , provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents. Follow communication procedure, guidelines and policies.
- Handling Customer care emails and company CRM & Retention.
- Resolve the regulatory/Non-regulatory/Social Media/ Nodal complaints.

- Coordinate with PAN India branches for customer's query and for resolution within TAT.
- Prepare Daily work report and share with seniors.

Organisation: **BAYL Pvt Ltd (Real Estate).**

Designation: **Telecaller Executive**

**Nov'2020- Oct'2021**

- Conducted inbound and outbound calls to prospective clients in the real estate industry.
- Provided information about properties, answered inquiries and addressed customer concerns.
- Assisted in scheduling property viewings and appointments for the sales team.
- Maintained accurate records of calls and clients interactions.
- Collaborate with the sales and marketing teams to achieve targets and objectives.

**STRENGTH:**

- Ability to develop strong working relationship.
- Perfection at work & Punctual
- Always eager to learn something new.

- Adaptability & Leadership.

### **Key skills**

- Accuracy, Analysis, Attention to Detail, Compliance
- Motivation, Multitasking, Problem Solving, Teamwork,
- Daily report preparation, Monthly Closes, Year-End Reporting, Target analysis
- Negotiation skills
- Good communication skills
- Monthly reporting and coordination
- Back office services provision

### **PERSONAL DETAIL:**

Father's Name - Mr. Chandra Prakash Phoolwani

Date of birth- 8-Jan-1996

Sex - Female

Marital Status - Unmarried

Language known - Hindi  
English

Nationality - Indian

Place:

Date:

**(Bhawna Phoolwani)**