



# Lavanya Mohan

Effective communicator with knack for connecting with people and understanding their needs. Highly organised, with proven track record of managing multiple tasks efficiently. Skilled in active listening, problem-solving, and maintaining positive attitude under pressure. Eager to bring strong interpersonal skills and enthusiasm to contribute to team success.

## CONTACT

- Dubai, UAE
- +971547787556
- Lavanyaveer444@gmail.com

## SKILLS

- Customer retention strategies
- Complaint handling
- Record keeping
- Computer literacy
- Workload prioritisation
- Product knowledge
- Basic accounting principles
- Customer relationship management
- Time management

## LANGUAGES

**English:** C1

Advanced

**Kannada :** C2

Proficient

**Tamil:** B2

Upper Intermediate

**Hindi:** A1

Beginner

**Telugu:** A1

Beginner

## VISA

- Husband Sponsor

## EXPERIENCE

### Telecaller

**Hyundai** - Bangalore, India

- 10/2017 - 11/2018
- Provided friendly, polite and proactive service when dealing with customers, increasing company positive reviews and customer satisfaction.
  - Attended regular training to keep up to date on product changes, promotions and best-selling items.
  - Scheduled appointments and followed up with customers as required, demonstrating strong organisational skills.
  - Operated a variety of communication technologies, including telephone, email, and live chat, to facilitate customer support.
  - Recorded completed tasks using established methods.
  - Successfully generated sales by proactively calling customers and updating them on latest product deals.
  - Processed orders, forms, applications, and requests promptly, ensuring accuracy and timely delivery of services.
  - Managed high-volume inbound and outbound calls, effectively addressing customer queries and concerns.
  - Maintained detailed records of customer interactions, transactions, and feedback for continuous service improvement.
  - Achieved targets for call volume and customer satisfaction ratings, demonstrating commitment to performance excellence.
  - Participated in training sessions to stay abreast of new products and services, enabling effective customer support.
  - Wrote and submitted timely reports on performance, targets and customer queries.

## EDUCATION

2015

**Higher National Diploma BBA in Aviation**

**Sky bird Aviation** - Bangalore

2012

**Diploma of Higher Education PUC**

**Maharani girls college** - Bangalore

2010

**Certificate of Higher Education SSLC**

**Stella Maris Girls convent school** - Bangalore