



Honey Khubnani

Customer Support Lead

Nagpur, India

+91 8149297490 · honeykatariya11@gmail.com

↔ [LinkedIn](#)

Date of birth

11.07.1994

Skills

Knowledge of MS Office

Business communication

Coaching and mentoring

Telephone etiquette

Interpersonal communications

Data Management

Hobbies

Singing, Cooking

Languages

English

Hindi

Marathi

Sindhi

Profile

Experienced Team Leader bringing 5+ years of quality performance in customer support supervisory roles. Skilled in mentoring team members to deliver exceptional service and building team morale through effective communication and positive performance feedback. Accustomed to defusing customer dissatisfaction and managing competing priorities with superior results.

Employment History

DLT Support Senior Coordinator, Pinnacle Teleservices Pvt Ltd - Nagpur, IN, Nagpur

November 2019 – Present

- Handling PAN India grievances/complaints regarding MTNL DLT(Distributed Ledger Technology) registration.
- Handling resources, Aligning work to team mates.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Coordination of lead management and client on-boarding.
- Handling Client communication, Data analysis and MIS.
- Managed time efficiently in order to complete all tasks within deadlines.
- Proved successful working within tight deadlines and a fast-paced environment.
- Developed strong communication and organizational skills through working on group projects.
- Skilled at working independently and collaboratively in a team environment.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Identified issues, analyzed information and provided solutions to problems.
- Passionate about learning and committed to continual improvement.

Assistant Sales Coordinator, Pinnacle Teleservices Pvt Ltd - Nagpur, IN, Nagpur

June 2019 – October 2019

- Developed and delivered engaging sales presentations to convey product benefits.
- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Trained and mentored new sales representatives.

- Generated weekly and monthly reports on sales performance to provide recommendations to meet sales goals.
- Utilized CRM software to manage customer accounts and track performance metrics.
- Generated new leads through networking and attending industry events.
- Negotiated contracts with clients and developed relationships with key personnel.
- Collaborated with cross-functional teams to identify and address customer needs.
- Performed Lead management with MS Excel
- Prospect needs analysis and consultation Development of business collaterals
- Analyzing DAR's/DSR's on a daily basis
- Supporting sales, Coordinating with other departments, Motivating staff, Handling administrative duties
- Promoting customer satisfaction, Keeping logs of visits of sales team.
- Reporting to National Sales Coordinator in month end with the logs of visits and business converted by team.

Customer Support Team Leader, AIR Infotech - Nagpur, INDIA, Nagpur

March 2017 – April 2019

- Interact closely with other team members in the course of work to ensure that everyone is carried along and updated on work progress in order to achieve maximum results
- Ensure that customers are treated cordially and are held in high esteem in order to make them patronize the company continuously
- Create good relationship with team members and motivate them to put in their best to work in order to achieve maximum results
- Coach team members on the best ways to carry out their duties by transferring expert knowledge to them to boost their skills
- Developed dynamic ownership skills by resolving challenging situations and asking in-depth questions of customers.
- Escalated issues to proper supervisors when standard processes were not effective.
- Resolved customer service issues using company processes and policies and provided updates to customers.
- Checked status of orders and back-ordered products to coordinate efficient shipments.
- Led and executed customer support team strategy to reach company support goals.
- Created customer support strategies to increase customer retention.
- Assessed reports, monitored calls and analyzed vendor relationships to identify process improvement opportunities.
- Maximized productivity by supervising, mentoring and scheduling team of 4 customer support personnel to meet organizational and operational objectives.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.

Sales Co-ordinator, AIR INFOTECH - Nagpur, INDIA, Nagpur

July 2016 – February 2017

- Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints

- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
- Process orders, forms and applications
- Follow up to ensure that appropriate actions were taken on customers' requests
- Refer unresolved customer grievances or special requests to designated departments for further investigation
- Advises present or prospective customers by calling them on a timely basis; operating telephone equipment and other telecommunications technologies
- Managing the companies emails and communicating company brands through email marketing
- Analysis of current received email and making recommendations for improvement
- Managing trigger email throughout the customer lifecycle to maximize sales

Education

Executive Program Digital Marketing & Data Analytics, Indian Institute of Management Rohtak Rohtak, Nagpur

February 2023 – Present

B. Com Business, Sindhu Mahavidyalya Nagpur, Nagpur

July 2012 – May 2015

Average - 54.94%

H.S.C, Sindhu Mahavidyalaya Nagpur, Nagpur

July 2010 – May 2012

Percentage - 80%

S.S.C, MGCS High School Nagpur, Nagpur

July 2001 – May 2010

Percentage - 81.37%

Courses

Email Etiquette: Write More Effective Emails At Work, Udemy

July 2021

Excel Basics for Data Analysis, Coursera

January 2023

Introduction to Data Analytics, Coursera

January 2023

References

Hemant Mataghare from Pinnacle Teleservices Pvt Ltd
+91 7387650438 · hemant.mataghare@pinnacle.in

Prashant Tale from AIR Infotech
+91 9960745308 · prashant.tale@yahoo.com