

Swapnil Borkar

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SKILLS

Communication

Relationship Building

Customer Service

Sales Techniques

Time management

Presentation

Problem solving

EDUCATION

Higher Secondary Certificate (HSC), Satish Pradhan Dnyansadhana College
2016 – 2018

Secondary School Certificate (SSC), Shree Vailankanni English School
2006 – 2016

Bachelor in Mass Media, Mumbai University
2018 – 2021

INTERESTS

Bike rides & Cricket

PROFESSIONAL EXPERIENCE

Prontosys IT Services, Business Development Executive

April 2024 – February 2025

I used to handel International calling for business development from the UAE Market for Digital Marketing Services.

- **Identify new business opportunities:** Research businesses, industries, and trends to find potential clients and markets
- **Develop sales strategies:** Create strategies to achieve sales goals and expand the company's market presence
- **Present proposals:** Prepare and deliver pitches to potential client's.

The Good Glamm Group, Customer support executive

May 2023 – March 2024

- Ability to manage a high volume of inbound customer queries.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services via Chat & Email.
- Sending follow-up emails to customers to fix the concern.
- Provide exceptional customer service and maintain high customer satisfaction.
- Review the support tickets for appropriate resolution.

SNcial Events, Customer service executive

October 2022 – April 2023

- Managed an average of 75+ calls per day.
- Generate leads for the business and close clients.
- Build and maintain relationships with new clients.
- To do calling using a provided list and database.
- Follow established scripts and communication guidelines.