

# Swapnil Borkar

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 +91 7039348008

## 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 handle 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.