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## SUMMARY

Friendly and efficient customer service team member devoted to maximising customer satisfaction with exceptional service and support. Knowledgeable about industry standards with strong skill in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues.

## SKILLS

- Team Building
- Versatility
- Managing Data
- Marketing
- Time Management and Organisation skills
- Excellent Communication
- Technology-based skills
- Fertilisation management
- Disease prevention strategies
- Agronomic crop management
- Harvesting strategy development

# Vikas Kamble

## EXPERIENCE

June 2021 - December 2022

**Customer Support Representative Agrostar** | Pune, India

- Established warm and friendly rapport whilst interacting with farmers by phone, email and on live chat.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution.
- Promoted company products using approved techniques, increasing revenue and exceeding performance expectations.
- Responded to live chat rooms to answer and resolve farmer queries, elevating customer satisfaction with immediate support.
- Provided information on after-sales services for comprehensive support.

December 2019 - January 2021

**Business Associate Altruist Technologies Pvt Ltd** | Pune, India

- Grew customer base by acquiring new customers and identifying needs to deliver relevant products.
- Demonstrated perseverance, dedicated cold calling and exceptional service to land new customer accounts.
- Generated sales by prospecting leads, cold calling and closing deals.
- Cross-sold additional products and services to purchasing customers.
- Demonstrated strong communication and time management skills to meet and exceeded sales targets.
- Maintained comprehensive brand and product knowledge to maximise sales opportunities and meet set targets.

## EDUCATION

2017

**B.sc Agricultural Biotechnology** | Agriculture

Modern College Of Agricultural Biotechnology , Pune, MH

2011

**HSC** | Science

K.B.P. College Pandharpur, Pandharpur, MH

2009

**SSC** | Arts

Vitthalraoji Shinde Prashala, Solapur, MH

## INTERESTS AND HOBBIES

- Listening to music
- Travelling
- Reading