

# AASHNA RAWAT

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## **Professional Summary**

Dedicated and detail-oriented professional with experience in customer service .Skilled in handling voice and email processes, ensuring seamless communication and client satisfaction. Looking to leverage my skills in a dynamic work environment.

## **Contact**

- **Phone** : 8800794809
- **Email** - aashna.rawatt@gmail.com
- **Address** - B-192, Aali Vihar, Sarita Vihar, New Delhi 110076

## **Work Experience**

**PRESTO STANTEST PVT LTD ( Testing Instruments )- Faridabad, Haryana**  
**Service Coordinator - Voice and Emails I March 2024 - Feb 2025**

- Managed customer inquiries via voice and email channels.
- Ensure timely follow-ups with customers to confirm service satisfaction.
- Handled customer inquiries, complaints, and service requests promptly and professionally.
- Ensured accuracy and completeness of quotations, meeting client requirements
- Managed and executed quotation process from initiation to closure
- Conduct daily follow-ups with customers to secure purchase orders and advance payments, ensuring timely transactions and minimizing delays.
- Successfully closed purchase orders in a timely manner
- Proficiently utilized Salesforce to track and manage sales activities, including payment follow-ups and customer communication
- Updated payment information in Salesforce system promptly and accurately
- Monitored and confirmed supplier PO receipt, tracked delivery status and addressed any issues to ensure timely and accurate order fulfillment

- Ensured timely approval and processing of Performa invoices, resolving discrepancies and confirming payment schedules

### **IGT SOLUTIONS PVT LTD - Gurugram, Haryana**

#### **Process Associate - Voice & Emails | June 2022 - Jan 2024**

- Promptly handled 80+ incomings customer support calls and addressed concerns about Hotel stay, offers, Membership points and account updation
- Assist customers in making reservations with the support of Software ( SAP)
- Managed customer enquiries and communication via emails and calls
- Assist customers via phone if they are unable to make reservations
- Successfully made reservations using both payments and Radisson Rewards points through the SAP system
- Resolved customer queries efficiently while ensuring high satisfaction
- Maintained customer interaction records and updated databases
- Trained new team members on best practices and company-specific procedures, enhancing overall team performance.
- Assist customers in securing better hotel rates by directly contacting the hotel's reservations department.
- Assist the customer by making a reservation and ensure all the relevant details are sent to them via email

### **EDUCATION**

- **B.A: Prog. - 2021**

Delhi University - New Delhi

- **One Year Diploma: Office Management, - 2019**

Institute of Office Management, New Delhi YMCA - New Delhi

- **12th: -2018**

Air Force Senior Secondary School

CBSE Board

- **10th: -2016**

Air Force Senior Secondary School

CBSE Board

## **PERSONAL INFORMATION**

- **Date of Birth** - 07-Sep-1999
- **Marital Status** - Single
- **Nationality** - Indian
- **Religion** - Hindu
- **Gender** - Female
- **Languages known** - English & Hindi

## **DISCLAIMER**

I solemnly declare that all the above information is correct to the best of my knowledge and belief