Pooja Sharma

Telecaller

pooja.sharma@example.com +91 78XXX XXX45 Jaipur, Rajasthan

PERSONAL STATEMENT

Telecaller with 1.5 years of experience in outbound calling for personal loans and credit cards at an NBFC partner agency. Make 150+ calls a day in Hindi and English, consistently cross the monthly login target and maintain a 92% average call quality score.

WORK EXPERIENCE

Telecaller · Marudhara Finserv Pvt Ltd, Jaipur — Mar 2025 – Present

- Make 150–180 outbound calls a day to pre-approved and website leads for personal loans and credit cards.
- Generate an average of 22 loan logins a month against a target of 18 (122%), contributing to ₹2.6 crore in disbursals over 12 months.
- Maintain a 92% average call quality score by following the approved script, disclosure rules and DND guidelines.
- Update lead status, documents pending and call-back times in the CRM daily, reducing missed follow-ups for the team leader.

EDUCATION

BA in Arts · Pink City Arts College, Jaipur — 2021 – 2024
Grade: 64%

Senior Secondary (12th, RBSE) in Arts · Government Senior Secondary School, Mansarovar, Jaipur — 2020 – 2021
Grade: 71%

SKILLS

Outbound calling · Lead follow-up · Loan and credit card products · Objection handling · CRM data entry · Script adherence · MS Excel basics

CORE SKILLS

- Clear communication
- Patience
- Active listening
- Target orientation
- Positive attitude

CERTIFICATIONS

Certificate in Computer Applications · Local computer training institute — Jun 2022

LANGUAGES

Hindi · Native · English · Professional · Rajasthani · Fluent

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