Anjali Yadav

Telecaller

Lucknow, India • anjali.yadav@example.com • +91 89XXX XXXXX

Summary

Telecaller handling customer enquiries, appointment setting and follow-up records. Progressed to supporting new colleagues and reviewing unresolved requests with the team supervisor.

Experience

Senior Telecaller, Example Cedar Customer Services Feb 2023 - Present

Lucknow, India

- Contact customers from approved enquiry lists to explain the next step and arrange appointments with the advisory team.
- Booked 96 confirmed appointments from 640 connected calls in Q2 2026, keeping dial attempts separate from connected conversations.
- Record outcomes and contact preferences in the CRM and escalate questions outside the approved script.
- Coach four new colleagues on clear introductions, accurate notes and follow-up commitments.

Telecaller, Example Lantern Appointment Services Jul 2021 - Jan 2023

Noida, India

- Responded to inbound enquiries and scheduled appointments after confirming customer availability.
- Maintained call notes and coordinated handovers for questions requiring a supervisor.

Education

B.A, Sociology 2018 - 2021

Example Lakeside University

Skills

Calling: Appointment setting, Active listening, Follow-up, Clear introductions

Records: Contact preferences, Call outcomes, Escalation notes

Tools: CRM logging, Auto-dialler systems, MS Excel, Google Sheets

Languages

Hindi · English · Awadhi

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/female-telecaller-resume