**RESUME**



**LINDA PIOUS GOMEZ**

NJARAKKATTUVELI,

PATTANAKKADU P.O,

CHERTHALA, KERALA.

Mob: **09496515747**

E-mail:lindapiousgomez@gmail.com

**CAREER OBJECTIVE:**

**Seeking a position in which to enhance my career as Administration , Operations, Customer Care , Client Relation by becoming a valued member of your team.**

**Professional Experience:**

* **Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.**
* **Conserves executive's time by reading, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.**
* **Maintains executive's appointment schedule by planning and scheduling meetings,**
* **Managing the day-to-day operations of the office**
* **Providing quality customer service**
* **Working in a professional environment**
* **Represents the executive by attending meetings in the executive's absence; speaking for the executive.**
* **Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.**
* **Maintains customer confidence and protects operations by keeping information confidential.**
* **Completes projects by assigning work to clerical staff; following up on results.**
* **Prepares reports by collecting and analyzing information.**
* **Secures information by completing data base backups.**
* **Provides historical reference by developing and utilizing filing and retrieval systems; recording meeting discussions.**

**Sterling HolidaysResorts (I) Ltd (2010 May to 2013 December)**

* Making calls to the prospects from the Database and fix appointments
* Explaining prospects about the benefits of the product
* Fixing up the appointment for Sales Executive
* Coordinating between the Executive and prospect for appointment on call
* Managed and resolved customer complaints regarding their existing memberships.
* Up selling new membership offers to the existing customers
* Mentoring and provide training sessions to new joiners.

**Joby’s Online Marketing Ltd (2013December to 2015 February)**

**Pinkerala.com- Customer Relation Manager/Admin**

* **Ensure outstanding customer satisfaction by maintaining strong working relationships.**
* **Development resources and customers.**
* **Assist sales team in business acquisitions, planning, retention and management.**
* **Maintain complete and accurate customer correspondence data.**
* **Develop and update client related reports.**
* **Identify and develop problem solving methodologies to resolve customer issues.**

**Diff Technology– HR Manager**

* **Recruitment,**
* **Time Office Management,**
* **Maintains human resources records by recording new hires, transfers, terminations, changes in job classifications, tracking vacation, sick, and personal time.**
* **Documents human resources actions by completing forms, reports, logs, and records.**

**HIGHER QUALIFICATION:**

* **BACHELOR OF ARTS**

**TECHNICAL QUALIFICATION:**

* DIPLOMA IN OFFICE SECRETARYSHIP
* OFFICE MANAGEMENT
* M.S OFFICE

**PERSONAL DETIALS**:

NAME : LINDA PIOUS

NAME OF FATHER : JOHN GOMZ PIOUS

NAME OF MOTHER : MINI PIOUS

DATE OF BIRTH : 15/12/1989

SEX : FEMALE

MARITAL STATUS : MARRIED

NATIONALITY : INDIAN

RELIGION : CHRISTIAN

MOTHER TONGUE : MALAYALAM

LANGUAGES KNOWN : MALAYALAM,ENGLISH

PERMANENT ADDRESS : NJARAKKATTUVELI,

PATTANAKKADU P.O,

CHERTHALA, KERALA

**DECLARATION**

**I do hereby declare that the above information are true and correct to best of my knowledge and belief.**

LINDA PIOUS PLACE

DATE