

SAJNA ALBERT

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Objective

Dedicated **Customer Care Officer** motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven with strong time management and prioritization abilities.

Academic Qualifications

<i>Period</i>	<i>Course</i>	<i>College/University</i>	<i>Final Result</i>
2012-2015	B.Com (Marketing)	Siena College of Professional Studies	B-Grade
2010-2012	Higher Secondary Examination (Commerce Group)	St. Mary's Anglo Indian Girls Higher Secondary School, Cochin	75 %
2010	SSLC Examination (Kerala Board)	St. Mary's Anglo Indian Girls High School, Cochin	70%

Work Experience

Customer Care Officer – UAE Exchange – Ernakulam

July 2015 – Current

- ✓ Handling and providing solution for customer queries from all touch points including social media.
- ✓ Resolves service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- ✓ Achieves the targeted income and deals set by the management by doing timely follow-up.
- ✓ Ensures the quality parameters set by the organization while interacting with customers.
- ✓ Achieves the monthly top performer position by winning new customers/deals through calls, SMS and email marketing.
- ✓ Providing timely reports to the management as per their requirement on the mentioned task deliverables.

Academic Project Experience

Project Name: - Distribution & Promotional Strategies – Popular Vehicles

Description: - Popular Vehicles is amongst the first batch of dealers appointed by Maruti Suzuki in the country, established in the year 1984 by opening Maruti's 1st outlet in the State of Kerala at Trivandrum. The company has evolved rapidly over the years and is now a multi-dimensional business enterprise with a network of over 200 units spread throughout the country.

As part of the project I worked with the Popular Vehicles team and collected several information by interacting with the management staff and through this I made a detailed study about the captioned topic. By conducting this study, I was able to know about the various distribution channels provided by the company as well as about the promotional strategies of the company. To keep up with this performance, the company always observe the changing market conditions and initiate strategies which will help the company to be a market leader.

Enrolled at: Popular Vehicle & Services Ltd, Kuttukaran Centre, Mamangalam

Duration: 06th Nov 2014 – 05th Dec 2014.

Strengths

- Goal oriented and competent
- Excellent Customer relationship management
- Strong Technical and analytical skills
- Proficient in software skills like MS Office and accounting software tally.
- Ability to handle any type of customers with positive language.
- Ability to handle requests without transfers or escalations.
- Problem solving and organizational skills such as time and work management.
- Willingness to learn

Technical Skills

Operating System: Windows 95/98, XP, Windows 7, Windows 10

Software Packages: M. S Office & Tally EES 6.3 Release

Achievements

- Awarded as Top Performer in the Monthly and Quarterly Highest Deal/Income business profit target.
- Certificate of Excellence Issued by Perpetua IT Consulting Kadavanthara for Aptitude Test conducted at St. Mary's Anglo Indian Girls High School, Cochin.
- Participated in School Level Aqua Regia Science Quiz conducted by Triumphant Institute of Management & Education Private Ltd, Ernakulum.

Extra-Curricular Activities

- Interested in Internet Surfing, Reading and learning new skills.
- Represented the School level competition and won several prizes in drawings & singing.
- Participating in the brainstorming sessions at Office.

Personal Information

Date of Birth: 25/05/1994
Languages Known: English, Hindi, Malayalam
Gender: Female
Father's Name: Albert K.N
Nationality: Indian
Marital Status: Single

Reference

Name: Beena Antony
Designation: Team Leader at UAE Exchange – Cochin

Declaration

I, **Sajna Albert** hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Sajna Albert)