

Anju Alex



Address : Karikkanezhath (H), Aleppy, Kerala
Age : 24 years old
Nationality : Indian
An enthusiastic Social Worker

CAREER OBJECTIVE:

Secure a responsible position in account management and serve as an account representative sharing my breadth of experience and abilities effecting mutual employee and employer growth and success. To utilize my knowledge and skills in industry and contribute myself with full involvement persistence and dedication for the growth of the organization.

ACADEMIC PROFILE:

Name Of Course	University	Institution	Percentage / CGPA
Post-Graduation [MSW]	M.G. University	Santhigiri College of Computer Science, Vazhithala, Thodupuzha	85
Graduation (Sociology)	M.G. University	St. Therasas college Ernakulum	70
Secondary Education	State	Vaduthala jama-ath h.s.s, Vaduthala, Arookutty	75

WORK EXPERIENCE:

❖ District Co-Ordinator Seed Programme (CSR), Mathrubhumi, Kerala, India – 1 year

Duties and Responsibilities:

- ❖ Plan event with attention to financial and time constraints.
- ❖ Book venues and schedule speakers.
- ❖ Research vendors (catering, decorators, musicians etc.) and choose the best combination of quality and cost.
- ❖ Negotiate with vendors to achieve the most favourable terms.
- ❖ Manage all event operations (preparing venue, invitations etc.)
- ❖ Understand requirements for each event.

❖ Customer Service Representative. M4 Matrimony, Malayalam Manorama, Kerala, India

Duties and Responsibilities:

- ❖ Maintaining a positive, empathetic and professional attitude toward customers at all times.



Contact No.

: +91 9605692965



Email

: itsmeanju5u@gmail.com

- ❖ Responding promptly to customer inquiries.
- ❖ Communicating with customers through various channels.
- ❖ Acknowledging and resolving customer complaints.
- ❖ Knowing our products inside and out so that you can answer questions.
- ❖ Processing orders, forms, applications, and requests.
- ❖ Keeping records of customer interactions, transactions, comments and complaints.
- ❖ Communicating and coordinating with colleagues as necessary.
- ❖ Providing feedback on the efficiency of the customer service process.

SOFT SKILLS:

- ❖ Computer Proficiency
- ❖ MS Office
- ❖ Windows OS XP+

HOBBIES:

- ❖ Listening Music
- ❖ Browsing
- ❖ Reading Books

AREA OF INTEREST:

- ❖ Customer Service
- ❖ Administration

PERSONAL DETAILS:

- ❖ **Date of Birth** : 01.04.1994
- ❖ **Father's Name** : Alex
- ❖ **Civil Status** : Single
- ❖ **Gender** : Female
- ❖ **Languages Known** : English, Malayalam, Tamil

DECLARATION:

I hereby declare that all information given above is true to the best of my knowledge.

Anju Alex



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