



ANUMOL.KS
Kuruvikattil (H)
Iritty p.o
Madathil (via)
Kannur (DT)
Kerala, India
Pin – 670 703

Email: anu.sahadevan1@gmail.com
Mob No: +91-9744244118

Career objective

To work in an environment conducive for innovative experiences, which offer me a knowledge base, to enhance my talent, exposure and zeal of knowledge and which in turns benefits the organization

Skill sets

- Easily accept any kind of responsibility
- Confident, hard working, Flexible and optimist
- Adapt to new challenging environment, organization and customer service skill

Work Experience

1. Hinduja Global Solutions, Chennai

Current profile : Customer Relation officer
Currently working with : Hinduja Global Solutions, Chennai from
January 2009 to January 2010

Designation: Subject Matter Expert (SME)

Client : Airtel
Department : Kerala Prepaid
Tenure : From August 2009 to January 2010
Location : Chennai

Job Profile

- Live barging of calls and giving online feedback for the calls audited
- Giving audit calls for ICE NO and Repeat call analysis and produce Reports
- Analyzing and highlighting the process issues through the audit Which will help the client improve in their process
- Conduct call calibration sessions with the team members
- Do effective work on the repeated errors made by the agents and a Special training has been given to reduce the mistakes
- giving training based on process and products to the new joined Members
- Conducting de-briefing sessions to improve the product knowledge of The newly joined candidates
- giving training based on the applications and tools

Designation: Customer Relation Officer (CRO)

Client : Airtel
 Department : Kerala Prepaid
 Tenure : From August 2009 to January 2010
 Location : Chennai

Job Profile

- Handling First and second level calls
- Giving online solutions to the customers
- Maximum customer satisfaction
- Escalating process issues on time
- Giving inputs to improve process
- Timely updating of process changes
- Maximum contribution to achieve Service levels and process scores
- Handling escalation calls
- Maximum support to the team to achieve team targets

MAGUS CUSTOMER DIALOGUE, CHENNAI

Designation: Customer Dialogue Executive

Client : Airtel
 Tenure : From July 2010 September 2012
 Location : Chennai

Job profile

- Handling Airtel dish tv dealer and site engineers
- giving online solution about our product
- Maximum customer satisfaction
- Giving inputs to improve process

Siegend Systems and engineers India pvt Ltd

Designation: Accounts & Admin

Company : siegend systems and engineers india pvt Ltd
 Designation : Accounts & Admin
 Tenure : From 21-Nov -2012 to 2014
 Location : Cochin

Interests and hobbies

- Listening Music

Academic Profile

Examination	Board or University	Name of Institution
SSLC	Board of education, Kerala	Govt. HSS,Iritty
PLUS 2	Board of education, Kerala	St. Sebastian's HSS, Velimanam
B.Com	Calicut University	Calicut University

Technical qualification

Computerized Professional Accounting (Tally, Peachtree, Tata-Ex)
 Adobe Photoshop and adobe page maker

Personal Details

Name : ANUMOL. K.S.
 Name of Husband : CHRISTOPHAR Augustin
 Date : 24/12/1986
 Nationality : Indian
 Sex : Female
 Marital Status : Married
 Religion : Hindu
 Languages Known : Malayalam, English & Tamil
 Permanent Address : Kuruvikkattil House
 Iritty P.O. Madathil
 Iritty
 Kannur Kerala
 India 670703

Current location. : Vaduthala
Contact Number : 0091 9744244118

Declaration

I hereby declare that all the statements made above are correct to the best of my knowledge and belief.

Date : 25.01.2019
Place : Vaduthala

ANUMOL. K.S.