

ANILA EDWIN

PERSONAL DATA

Date of Birth : 02/10/1973

Gender : Female

Religion & Caste : Christian, Roman Catholic

Nationality : Indian

Marital Status : Married

Languages Known : English/ Hindi/ Malayalam

Permanent Address : Ayathuparambil House,
Tollgate Road
Cochin – 682023
Ernakulam – Dist.,
Kerala, India.
Mobile: **0091-9446369519**

Email : anilafrancis@gmail.com

Passport Details

Passport No. :

Date of Issue : 25/12/2012

Date of Expiry : 25/12/2022

Place of Issue : Ernakulam

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QUALIFICATIONS

Academic

- Completed **Post Graduation in Master of Administration in Economics** under **Kerala University** in the year **1994 – 1996**.
- **Degree in Bachelor of Administration in Economics** under **Mahatma Gandhi University** in the year **1991 – 1994**.
- **Pre – Degree in Economics** group under **Mahatma Gandhi University** in the year **1989 – 1991**.
- **S.S.L.C** from the **Board of Public Examination** under **Kerala Government** in the year **1989**.

Technical

- Computer Course in **Excel, MS Office, Word, Dbase, Tally9**.

EXPERIENCE

Present Job : **1996 – Till Date**

M/s. Cinzac Sales & Services Pvt Ltd,
Chittoor Road, Pachalam,
Cochin – 682012,
Ernakulam District,
Kerala, India.

*(A Partnership firm which is an Engineering Concern. **Cinzac** is the authorized Sales and Service Dealer and Representative for three major giant companies, namely, **Thermax Limited**, Pune – as the exclusive Channel Associate. Deals with **Industrial Boilers, Incinerators, Microwave Disinfection System, Steam Boilers, Water Treatment Plants and Sewage Treatment Plants, Chemicals & Enviro Products** of Thermax in Kerala, **Ashok Leyland Limited**, Madras – for their D.G Sets and **Larson & Turbo Limited** – for their Construction Equipment Division and Earth Moving Equipments for the state of Kerala and Madurai in Tamil Nadu.)*

Worked as:

BUSINESS MANAGER (2015 - till date)

- ❖ **Job Involved** - Set business goals and objectives according to company's needs / Create business plans and develop business strategies to achieve the business goals/Coordinate and oversee the execution of company operations /Suggest improvements in order to upgrade for company operations process/ Assess and identify new opportunities for growth in current and prospective markets/Establish the company's goals and objectives/Perform regular employee evaluations to determine areas of improvement/Assess overall Division & company performance.

MANAGER – SERVICE (2010 - 2014)

- ❖ **Job involved** - Ensuring Customer Satisfaction / Confirming availability of Proper Service & Supply of spares on time / Ensuring planning through proper documentation follow up for achieving target of Spare business and Service business / Conforming availability of payment on time etc. / Keeping of Attendance Records / Issuing Travel Allowance and ensuring TA settlement/ correspondence to Principal through mail etc
- ❖ Reporting to the principle company regarding day to day service activities. Meeting monthly targets. Business promotion and development. Customer Service, Process Improvement, Decision Making, Managing Processes, Staffing, Planning, Tracking Budget Expenses, Analyzing Information , Developing Standards, Help Desk Experience, Emphasizing Excellence. Managing a team of customer services staff;handling face-to-face enquiries from customers.
- ❖ Accomplishes customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- ❖ Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
- ❖ Meets customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- ❖ Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications.

- ❖ Improves customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.
- ❖ Maximizes customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques; detecting and diagnosing network problems.

MANAGER – CUSTOMER CARE (2004 – 2010)

Job involved - Ensuring Customer Satisfaction / Confirming availability of Proper Service & Supply of spares on time / Ensuring planning through proper documentation follow up for achieving target of Spare business and Service business / Conforming availability of payment on time etc. / Keeping of Attendance Records / Issuing Travel Allowance and ensuring TA settlement/ correspondence to Principal through mail/ fax etc.

MANAGER – ADMINISTRATION & PAYMENT COLLECTION (2001 – 2003)

Job involves – Keeping of Attendance Records / Deputing of Service Engineers to various sites / Co-ordinating with branch offices / Maintenance of Confidential records and all Staff related matters / Follow up with the Customers for Payment / Instructing Service & Sales Engineers for payment collection during their Visits to sites / ensuring proper documentation with respect to billing and payment collection.

ASSISTANT MANAGER – SERVICE (2000 – 2001)

Job involved – Handling and recording of Service Calls from customers and deputing service Engineers to site / Planning Service Engineer's visits to customers / Checking of Service Reports and recording them methodically / Issuing Travel Allowance and ensuring TA settlement / Co-ordinating with the Branch Offices regarding any matters relating to Service Engineers / Customer Servicing etc.

RECEPTIONIST (1996 – 2000):

Job involved – EPABX Operation/ Attending Telephone Calls/ Maintenance of Files and Records/ Handling of Confidential Matters/ Ticket Booking/ Hotel Reservations and all personal matters of M.D.

CASHIER

In **Western Air Travels Pvt Ltd.**, Ernakulam during 1995
(4 months).

Place:Ernakulam
Date :25/11/21

(ANILA EDWIN)