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CAREER OBJECTIVES

A motivated administrative professional seeking a position in a challenging environment. Over 7 years experience in customer service and 9 months experience in sales administration. Proficient in a range of computer applications. Well developed communication and customer service skills.

CAREER SUMMARY

- One month experience in visa sales consultant.
- 9 months experience in sales administrator.
- 7 years' experience in field of customer service.
- Excellent in analysis, ratings and forecasts and rigorous bench marking of the business environment.
- Ability to maintain a well disciplined and highly motivated executives.
- Excellent communication and team management skills.
- Have patience and stamina

PROFESSIONAL EXPERIENCE

I have seven years' experience in customer service and 9 months experience in sales administration.

2020:

Only one month experience with HTIC Global as visa sales consultant.

2019 to 2020

- Forecom Infratech Systems Private Ltd (Edappally, Ernakulam) as a sales administrator.
- Preparing cost sheet as part of sales.

- Participating in E-Tender.
- Preparing quotations to different organizations.
- Coordination of project.
- Updating of files and handling excel and word.
- Promoting online marketing through GeM and Indiamart etc.
- Supporting Payment follow up after completing the project.
- Creating MIS and funnel of each sales executive.

2015 to 2019:

- Worked with Passport Seva Kendra as a customer service executive for TCS.
- Doing passport related all works.
- Helps to get error free passport to each citizen.
- Collecting customer feedbacks and made appropriate changes to exceed customer satisfaction.
- Directly dealing with customers and data entry works.
- Dealing with enquiries.
- Verifying their documents.

2012 to 2015:

- Worked with Muthoot Fincorp Ltd.as customer service executive.
- Handling accounts.
- Deals with customer loans.
- Communicating with customers through telephones and e-mails.

QUALIFICATION

Completed MBA in Tourism and Hotel Management from Bharathiar University
(correspondence course)

Completed regular BCA course from M G University.

SOFT SKILLS

Problem solving

Time management

Self-confidence

Patience

Self-awareness

Relationship building

PERSONAL DETAILS

Date of birth :27-05-1991

Languages known : Malayalam, English

Marital status : Single

Passport No. : S6911568

REFERENCE

Mr. Sreekanth: +91 9946885549(team leader, HTIC Global)

Mr. Manoj M R: 94951 25226(Team Leader, Passport Seva Kendra)

Place:

Date: