

# MARIA STEFFY XAVIER

Kurisinkal House, Palarivattom P. O., Ernakulam, Pin code – 682 025

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## **Personal Details**

Father's Name : K. J. Xavier  
Mother's Name : Baby Xavier  
Date of Birth : 28-07-1990  
Gender : Female  
Nationality : Indian  
Marital Status : Married

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## **Professional Summary**

### **Skills**

- Creative problem solver
  - Multi-line phone talent
  - Trusted key holder
  - Strong client relations
  - Proficient in cash management
  - Exceptional communication skills
  - MS word and excel proficient
  - Quick learner
  - Multi-tasking
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## **Work History**

### CLIENT RELATIONSHIP, FILE MANAGEMENT AND DOCUMENTATION

JOHN AND JOHN advocates, conveyancers and solicitors – ERNAKULAM, KERALA  
15/11/2013 to 10/01/2022

- Investigated and resolved client inquiries and complaints in an emphatic manner.
  - Adhered to all confidentiality requirements at all times.
  - Met all clients' call guidelines including service levels, handle time and productivity.
  - Promptly responded to inquiries and requests from prospective clients.
  - Facilitated inter departmental communication to effectively provide client support.
  - Manage work flow to exceed quality service goals.
  - Drafted key as well as major legal documents pertaining to the property transfer and other matters of clients.
  - Facilitated client support in case of registering key as well as major legal documents pertaining to property transfer and others in concerned authorities.
  - Handled post completion services by giving maximum client support.
  - Managed documentation process of banks, builders, developers and other corporate.
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**Education**

**Master of Arts – ENGLISH LANGUAGE AND LITERATURE**  
**ST. TERESA’S COLLEGE, ERNAKULAM.** 2013

**Bachelor of Arts – ENGLISH LANGUAGE AND LITERATURE**  
**ST. ALBERT’S COLLEGE, ERNAKULAM.** 2011

**Plus Two – COMMERCE**  
**GOVERNMENT GIRLS HIGHER SECONDARY SCHOOL, ERNAKULAM.** 2008

**SSLC**  
**CHRIST KING CONVENT GIRLS HIGH SCHOOL, ERNAKULAM** 2006

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**Languages known**

- Malayalam
  - English
  - Hindi
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**Declaration**

I hereby declare that all details given above are true to the best of my knowledge and belief.

**MARIA STEFFY XAVIER**