

ANUSREE . P. A

Customer service cum sales executive.

anusreepa1979@gmail.com

Mob: 9746162858

Skills

Communication Skills

Business Process Improvement

Grievance Handling

Interpersonal Skills

Good Adaptation Skills

Multitasking

Self Learning.

Language

English

Malayalam

Hindi

Basic Chinese

Personal Info

Kumaravilasam (H)

Udayanapuram P . O

Vaikom, Kottayam.

Kerala.

PROFESSIONAL SYMMARY

Experience in efficient customer service cum sales and media coordinator. knowledge in problem solving, good communication, team management and admin works. Enthusiastic to self learning and working in challenging environment. Looking forward to work with reputed organization where i can use my experience & skills to climb more steps in my career path.

EXPERIENCE

2019- Present **Customer service cum sales**

GDMedz Pharmacy

Online chat support.

Convert potential customers to sales order.

Daily updates of parcel tracking and troubleshooting.

Analyzing competitor price and promotions.

Admin works.

2018- 2019

Media Coordinator

Creating TikTok videos.

Coordinating shooting.

Analyzing different social media accounts.

Content creation for videos.

EDUCATION

2021-

MA. Psychology – Indira Gandhi Open University

2015-2018

Bachelor of Business Administration -

CERTIFICATIONS

2021

TCS iON Career Edge - Young Professional

2021

Google Project Management: Professional Certificate

2021

Certificate of Chinese for Beginners- pursuing

2021

Professional certificate Social Media Marketing Facebook

2018

Certificate in Retail Sales Supervisor.