



REKHA RAVIKUMAR

Innovator & Quick learner

CAREER OBJECTIVE

To work in a highly esteemed organization where I can learn to tackle day to day challenges in the business world to make some meaningful contribution to the organization, meanwhile upgrading my skills and knowledge in various fields.

WORK EXPERIENCE

- **Company : RR Infocom, Ernakulam**
Designation : Service Coordinator
January 2022 (Currently working)
 - Assess the service needs of clients and connect them with the correct provider.
 - Create and maintain a directory of service providers and resources.
 - Create and maintain a database of clients and client needs.
 - Assess client issues and provide recommendations to fix problems.
 - Answer telephones and respond to email inquiries.
 - Ensure each client is given the necessary services and follow up to fill ongoing service needs.
 - Maintain good relationships with service providers and clients to keep customer base.
- **Company : Vesteel Engineering Services, Ernakulam**
Designation : Business Development Manager
March 2020 to Aug 2021
 - Developed CRM database of qualified leads through referrals, cold calling, direct mail, email campaigns and networking.
 - Gathered client needs and worked with project development team to implement changes based on feedback.
 - Effectively managed the relationship between client and budget, leading to profitable outcomes.
 - Prioritized and completed daily reports for authorized managers.
 - Coordinated client visits and key account calls.
- **Company : Max Media, Edakochi**
Designation : Computer operator and customer service
2014 to 2016 and Sep2017 to Nov 2019
 - Creating daily reports and checking emails
 - Keeping and maintaining records of clients
 - Dealing with customer inquiries and satisfaction
 - Recruiting and checking work of other data entry operators.

EDUCATIONAL QUALIFICATION

- **Master of Business Administration - Human Resource Management**
Annamalai University, Tamil Nadu
- **BCA**
Chinmaya Vidhyalaya, Kochi
Mahathma Gandhi University
- **Plus Two**
SDPYHSS, Palluruthy
- **10th**
Kendriya Vidhyalaya No.1, Kochi

SKILLS

- *Good communication skills in English and Hindi*
- *Extensive experience and Knowledge in MS office*
- *Project management*
- *Customer relation management*
- *Self confidence*
- *Tracking frequent customers*
- *Good at teamwork*
- *Welcome positive criticism*

LANGUAGES KNOWN

- English
- Hindi
- Malayalam

PERSONAL DETAILS

Address : Kuthukatt House
Janatha Road Palluruthy, Kochi-682006
Ernakulam
Kerala, India

Mobile : 9037948133

E-Mail ID : rek339@gmail.com

LinkedIn : [linkedin.com/in/rekha-shibin-3515571a5](https://www.linkedin.com/in/rekha-shibin-3515571a5)

Date of Birth : 15/11/1989

Marital Status : Married

Hobbies : Reading, Listening Music, Making crafts

DECLARATION

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

REKHA RAVIKUMAR