

SNEHA SAFEENA M.J

Mobile Number: **+917025111492**

E-mail address: snehasafeena.ss@gmail.com

Objective

Self motivated and hardworking is the main key for progress and career advancement through determination and dedication, and to be able to contribute to an organization that would continuously develop my capabilities and knowledge. I am willing to give total support with the experience that I have in order to achieve organization goals and create mutual

Personal Qualities

- *Ability to work in groups as well as independently*
- *Employee grievances, benefits and other relations.*
- *Strong Leadership skills*
- *Fast Learner*

Experience Highlights:

1. Aqua Dream Water Purifier Genius

*Designation : 1)Front Office Executive
2)Customer Relationship Executive*

Period of Work : August 2013 to October 2014

2. GKB Hi-Tech Lenses Pvt. Ltd., Cochin

*Designation : Jr. Executive-Customer Care
Period of Work : May 2016 to November 2016*

3.Finvent Finance & Investments Ltd.,

*Designation : Finance Sales Executive
Period of Work : August 2017 to October 2018*

Job Summary:

- ✓ Answering calls
- ✓ To achieve maximum sales and service
- ✓ Ensure customer service and satisfaction.
- ✓ High and strict standard of service clearance.
- ✓ Follow up to appropriate actions were taken on customer's requests.
- ✓ Ensure complete the target
- ✓ Carry out other duties instructed by managers.

Responsibilities :

- ✓ Provide superior customer service
- ✓ Listening & guide the customer by attending to their concern needs and Complaints
- ✓ To establish and maintain customers relationship and inform them about new product arrivals and special discount offer period
- ✓ Keep records of customer interactions and transaction.
- ✓ Recording details of inquiries and complaints as well as actions taken.
- ✓ Follow up to ensure that appropriate actions were taken on customer's requests.
- ✓ To help with sales promotions & to plan different strategies to make the promotion a successful one.
- ✓ Check and revise the quality of good
- ✓ Ensure all stock is well presented with the right size and with appropriate stickers and tags.

Additional Qualifications

- Radio Jockeying
- MS Office
- Computer Basics

Educational Qualifications

- BA ECONOMICS
- PLUS TWO
- S.S.L.C

PERSONAL INFORMATION

Father's Name : Joy J

Date of Birth : 31st March 1996

Permanent Address : Karukappillil Pothaparambil (H),
South Paravoor (P.O)
682307
Ernakulam Dist,
Kerala -India

Gender : Female

Marital Status : Married

Language Known : English, Malayalam & Tamil

Nationality : Indian

Declaration

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

Place: Ernakulam

Date:

SNEHA SAFEENA M.J.