

CURRICULUM VITAE

SABNA POTTACHOLA



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PERMANENT ADDRESS:

W/o Ahamed Shafeeque
Thalasserythodi (H)
Punnathala (P O), Vettichira
Malappuram (D T), Kerala
India, Pin: 676552

PRESENT ADDRESS:

W/o Ahamed Shafeeque
Thalasserythodi (H)
Palarivattom (P O), Pipeline road
Ernakulam (D T), Kerala
India, Pin: 682025

PERSONAL DATA:

Date Of Birth : 25-March-1988
Sex : Female
Nationality : Indian
Marital Status : Married
Religion : Islam
Linguistic proficiency : English, Malayalam
Hindi and Tamil

OBJECTIVE

Intend to structure my growth in pace with the ever-changing corporate environment. Make my learning curve to move in a linear passion along with the growth of my functional skills coupled with overall personality development in order to face the challenging times ahead. Take up responsibilities with the assurance of putting the best and consistent efforts to come up with effective results. I insist on getting the job done and work for efficiency and effectiveness. Being a fast learner I can quickly adapt to the surroundings, which a new job offers.

POSITION APPLIED FOR

- Administration cum HR Department

EXPERIENCE

03 Yrs. (01 Yr. Customer Care Exe. & 02 Yrs. Teaching)

- **A M MOTORS Maruti Suzuki Pvt. Ltd.**
Customer Care Executive (from 2010 to 2011)
Tirur, Kerala, INDIA
- **A E T English Secondary School**
Teacher (from 2018 to 2020)
Kuruka, Kerala, INDIA

PERSONAL SKILLS

- Ambitious and always keen to do well
- Excellent verbal and written communication skills, Ability to deal with people diplomatically, willingness to learn, team facilitator, comprehensive problem solving abilities
- Capable of remaining focused even in adverse situations. Self-motivated, well disciplined and responsible moreover dedicated to professionalism
- Take up responsibilities with the assurance of putting the best and consistent efforts to come up with effective results

GENERAL EDUCATIONAL QUALIFICATIONS

S.S.L.C. : Govt. Vocational Higher Secondary School, Kalpakanchery (Board of Kerala Govt.)

H.S.E. : Govt. Vocational Higher Secondary School, Kalpakanchery (Board of Kerala Govt.)

ACADEMICAL EDUCATIONAL QUALIFICATIONS

Master of Arts in English Language and Literature (Annamalai University), Tamilnadu

Bachelor of Arts in English Language and Literature (Calicut University), Kerala

IT EXPERTISE

Operating Systems : Windows XP, Windows 7 and Windows 10

Office Application : MS Office

PROFESSIONAL EXPERIENCE

➤ **A M MOTORS MARUTI SUZUKI (SALES & SERVICE) Kerala, INDIA**

➤ **A E T ENGLISH SCHOOL (SECONDARY SCHOOL) Kerala, INDIA**

Designation:

Customer Care Executive

Job Description»

- Records and data management.
- Cross verify and file all service reports and enter in the system.
- Organizing and maintaining service record.
- Book appointments over phone as well as through walk ins.
- Confirm all appointments for the following day over telephone on a daily basis.
- Check with insurance coordinator for status of the insurance.
- Make spreadsheets, manage data and create documents on computer using publishing programs.
- Co-ordination with other services.
- Answer all incoming calls and mails, answer customers queries and provide information on procedures, package of service, etc.

OTHER ACTIVITIES & HOBBIES

Internet Browsing

Cooking, Gardening, Traveling and Reading

REFERENCES

References available on request.