

# Parvathy B K

**Summary** Engaging individual with compelling communication skills. strong planner, presenter and problem solver. Harnesses analysis and active listening to understand diverse needs. Efficient team member devoted to maximizing customer satisfaction with exceptional service. Focused Team Leader with experience reviewing team analytics to improve overall product quality. Courteous and cordial with goal to train employees to meet maximum potential.

**Experience**

**SALES & SERVICE CO-ORDINATOR 11/2014 – 09/2015**  
**Nortech Solutions, Kochi, India**  
Coordinating the sales & service team by managing schedules, filing important documents and communicating relevant information. Ensuring the adequacy of sales related equipment and service.

**INSURANCE CONSULTANT 11/2013 - 09/2014**  
**ING Vysya Bank, Kochi, India**  
Connect with the bank customers to provide an in-depth knowledge of various insurance plans and help them to choose the best options available in the market

**SALES TEAM LEADER 04/2012 - 08/2013**  
**HDFC Bank Pvt Ltd, Kochi, India**  
Proactively led and developed high-performing Sales Executives to consistently deliver against annual targets. Created high-performing, innovative advertising campaigns for maximum client satisfaction and enhanced future business. Updated detailed business and sales records accurately and promptly for reliable reference. Participated in weekly production meetings to tackle the targets and other challenges.

**CUSTOMER SERVICE EXECUTIVE 12/2010 - 01/2012**  
**Chennai Silks, Kochi, India**  
Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service. Handled customer billing errors and issues with the purchased products, providing suitable solutions.

**CALL CENTER EXECUTIVE 01/2009 - 11/2010**  
**Eben Telecom Pvt LTD, Kochi, India**  
Answering customer calls, listening to their problems and providing solutions Bill payment update for customers Resolved problems within assigned area, escalating complex issues to supervisors.

**Skills**

- Account management
- Customer relationship building
- Problem-solving
- Communication skills
- Marketing
- Team Management

**Education**

Master of Business Administration, **Finance**, Bharathiyar University, 2011

Bachelor of Commerce, NSS College, Cherthala 2008

**Languages** Malayalam: First Language; English: Advanced; Tamil: Intermediate; Hindi: Intermediate

