**Kavyamol Unni**

Kavyaunni00@gmail.com

7593940720

|  |  |
| --- | --- |
| **Professional Summary** | Motivated customer service specialist with 2.4 years of experience in a fast–paced, team based environment. Patient and empathetic with extensive background in conflict resolution and customer care . Skilled in training staff and establishing a rapport with clients. Self motivated with exceptional communication and computer capabilities. |

|  |  |
| --- | --- |
| **Work history** | September 2015-January 2018 Sutherland Global Services Process Associates * Met monthly KPI’s and got positive reviews for excellent customer service
* Was working in the customer support of DU Telecom
* Helped drive sales goals and achieve monthly quotas
* Achieved sales goals and service performance requirements through new customer sales
 |

|  |  |
| --- | --- |
| **Education** | 2015 MG University BA Economics |
|  |  |
|  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Personal Details** | Age & DOB | : | 28 yrs, 9th July 1994 |
|  | Gender | : | Female |
|  | Address | : | Ponnachuparambil houseAyyampilly P OKuzhuppillyErnakulamPin : 682501 |
|  | Languages known | : | English, Malayalam |
|  | Marital status | : | Married |
|  | Nationality | : | Indian |

**Declaration**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place : Ernakulam **Kavyamol Unni**

Date: