



APARNA A S

+91 7356046675

aparnasalim202@gmail.com

Kottayam, Kerala, India

ACADEMIC CREDENTIALS

B. COM - FINANCE & TAXATION | 2018

- Bharata Mata College
- 76%

PLUS TWO | 2015

- G H S S Mulanthuruthy
- 86%

SSLC | 2013

- G H S S Mulanthuruthy
- 80%

COMPUTER PROFICIENCY

MS Word ★ ★ ★ ★ ★

MS Excel ★ ★ ★ ★ ★

Tally ★ ★ ★ ★ ★

Internet & Email ★ ★ ★ ★ ★

LANGUAGES KNOWN

English ██████████ 90 %

Malayalam ██████████ 100 %

PERSONAL STRENGTHS

- **COMMUNICATION**
Interpersonal skills– verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT**-Management skills to direct others and review others performance.

CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self -improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

KEY SKILLS

Team Work	Work Ethic	Communication	Leadership
Organization skills	Time Management	Interpersonal ability	
Detail Oriented	Punctual	Quick Learner	Hardworking
			Analytic Skills

EMPLOYMENT CHRONICLE

CUSTOMER SERVICE EXECUTIVE | 3 Years

MUTHOOT FINCORP LIMITED, KERALA, INDIA

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.
- Providing feedback on the efficiency of the customer service process.

PERSONAL DOSSIER

Gender : Female
 Date of Birth : 26/07/1997
 Nationality : Indian
 Marital Status : married
 Permanent Address : Sarada Bhavan
 Pampady, Pampady Po, Kottayam,
 Kerala, India 686502

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

APARNA A S