

Reshma Martin

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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

- **Hindustan Agencies (Wholesale pharmaceutical distributors)** 01.02.2022 - Currently working
Front Office and Customer Relationship Staff
 - Managed front office operations with responsibility of answering phone calls.
 - Handled customer complaints and resolved issues in a timely and professional manner.
 - Monitored customer accounts and followed up with customers regarding outstanding balances to ensure timely payments.
 - Maintained positive relationships with customers to ensure satisfaction and loyalty

Education

- **MG University** 2017-2019
MA Economics
- **MG University** 2014-2017
BA Economics
- **G.H.S.S Edappally** 2012-14
Plus two
- **C.K.C G.H.S Ponnurunni** 2012
SSLC

Technical Skills

- Marg ERP software
- MS office Excel

Soft Skills

- Communication skills
- Quick learner
- Problem solving skills
- Decision making

Languages

- Malayalam
- English
- Hindi

Personal Details

- Date of Birth : 17.05.1996
- Marital Status : Married
- Nationality : Indian
- Religion : Christian
- Gender : Female
- Place : Maradu