



# Keerthana Prasad

Koonamthara House Thaikavu, Cheranalloor po Ernakulam, Kerala  
9037114479 | keerthana21prasad1996@gmail.com

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## Experience

- **Sony Authorised Service Center** 01/03/2019 - 26/05/2023  
Front Office Executive  
\* 4 years experience in front office executive ( entertainment product)  
\* Recorded details od all inquires, complaints and comments.  
\* They tracked customer order statues using various system including CRM software.  
\* Developed and maintained relationship with customers ensure their satisfaction
- **Sony Authorised Service Center** 01/01/2023 - 26/05/2023  
Front Office Executive  
\* 5 months experience as Sony Alpha Camera Front Office Staff.  
\* Pleasantly Welcomed visitors, answered phone call sand maintained the front reception desk.  
\* Handled payment processing and customers with receipts and proper bills and change.
- **Parackal Distributors (Jaquar Exclusive Showroom)** 26/05/2023 -  
Sales Assistant  
\* Assisted in creating displays to promote products.  
\* sold various products by explaining unique features and educating customers on proper application or usage

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## Education

- **Mahatma Gandhi University, Kottayam** 2016  
BA History  
Completed
- **Kerala Board Higher Secondary Examination** 2014  
Humanities +2  
Passed
- **Board Of Public examination Kerala** 2012  
SSLC  
Passed
- **NCVT, Rajagiri Collage Of Social Science** 12/2017  
Front Office Cum Reception  
Passed

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## Reference

- **Bachen Mathew - Sony Authorised Service Center**  
Manager  
8129511633
- **Jossy Tharian - Parackal Distributors**  
Owner  
+91 94470 66834

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## Declaration Name

- Keerthana Prasad

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## Disclaimer

- I, Keethana Prasad, do hereby declare that all the above information given is true to the best of knowledge and belied..