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| **ARCHANA** **Archana.158739@2freemail.com**Personal Information Sex: Female Date of Birth: 21-05-1986 Nationality: IndianMarital Status: MarriedLanguages Known: English, Malayalam, Hindi.**Visa Status**: Husband Visa | CAREER OBJECTIVETo join in a progressive organization and become a contributing member of the staffs, utilizing my knowledge, experience and skills to achieve corporate and personal goals.WORK EXPERIENCE **DERIA TRAVEL & TOURS PVT. LIMITED**  Abu hail, Dubai, UAE [APRIL 2015 –JULY 2015 ]Designation: Tour consultant ***JOB PROFILE:**** Marketing holidays to clients.
* Plans and promote tours packages.
* Front Office Management.
* Responsible for coordinating many of the most important aspects of an act’s tour
* Maintaining good relationship with travel agents and clients

**AMWAY INDIA ENTERPRISES PVT. LIMITED**  [JULY 2008- NOV2013]Designation: HR Trainer***JOB PROFILE:**** Organized training workshops to enhance the skills of the distributors and provided training on Health care, Home care, Skin care, Personal care products to the distributors.
* Cluster management.
* Co-ordination with the local team for local events.
* Conducted request event on a special demand by the distributors
* producing detailed proposals for events (e.g. timelines, venues, suppliers, legal obligations, staffing and budgets)
* Booking a suitable venue or location for events
* Negotiations for space contracts and book event space, arrange food and beverage, order supplies and audio visual equipment, make travel arrangements etc.
* Conducting Amway Fairs, Sales Events & Amway Awareness programs.
* Welcome to Amway event for new distributors and Product Overview Programs.
* Day to day product clarification for walk in customers & distributors.
* Manpower planning
* staff recruitment
* Responsible for Staff training, development and motivation.

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| * Visit venue to plan layout of seating and decorations
* Schedule speakers, vendors, and participants.
* Prepare presentations
* Create invitee list.
* Coordinate event logistics, including registration and attendee tracking, presentation and materials support and pre- and post-event evaluations.
* Keep inventory of backdrops, projectors, computers, and other display materials.

**THE GREAT INDIA TOUR COMPANY PVT LTD**  Thiruvananthapuram, Kerala, India. [April ‘2007 – May 2008]**Designation: HR-Admin*****JOB PROFILE:**** Office Administration.
* Customer Relations Management.
* Front Office Management.
* Co – ordination staff events.
* Calculate event budgets and booking a suitable venue or location for staff events
* Prepare nametags, materials, notebooks, packages, gift bags, registration lists seating cards, etc. for staff events
* Under Writing
* selection process
* offer letter preparation

**PIONEER FINANACIAL SERVICES PVT. LIMITED** **Thiruvananthapuram, Kerala, India. [January ‘05 – mar‘07]**Designation: Team Leader (Tele – Marketing)***JOB PROFILE:**** Calling & interacting with Customers.
* Ensuring all unresolved faults, queries & complaints are passed onto the next level of support.
* Updating customers with the latest information on a product or a service & assisting them with their queries.
* Maintaining good relation with the customers.
* Maintaining daily reports & Meeting the Targets
* Delivering continuous training on telemarketing procedures and sales techniques to help the team to strive to achieve and exceed targets
* Monthly and or Weekly staff 1-1
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| * Annual performance appraisals
* Remote and side by side weekly monitoring sessions to increase sales output by coaching
* Continuous monitoring of the teams activities to increase productivity
* Constantly reviewing the process to identify areas of improvement
* Implementation of sales incentives and initiatives to increase motivation and productivity
* Frequent and accurate reporting of Management Information to the Directors of the business

**ADDITIONAL INFORMATION**Amala Network Trivandrum, Local Malayalam Channel (Part time anchor cum programme coordinator)* Nammude Nadu(Travel programme)
* New taste (Cookery programme)
* Smart kids
* 2002-2003 School Kalathilakam (NSS peruthani public school, Trivandrun)
* 1998 Sub distric Kalathilakam&School Kalathilakam (Sree Sarada Devi Sisu Vihar UPS Trivandrum)
* 1997 School Kalathilakam (Sree Sarada Devi Sisu Vihar UPS Trivandrum)
* 1996 School Kalathilakam (Sree Sarada Devi Sisu Vihar UPS Trivandrum)

ACADEMIC QULIFICATION * Executive Master of Business Administration {HR}, Indian School Business Management and Administration (2013)
* Advance Diploma in Training and Development, Indian School Business Management and Administration (2012)
* Bachelor of Business Administration, Annamalai University. ( 2009)

IT SKILLS* Diploma in Computer Application (DCA)
* MS Office{MS Excel, MS Word, MS PowerPoint Presentations}
* Operating Skills: All windows variants.
* Ability in handling various softwares

PERSONAL SKILLS* Excellent negotiation skills and patience.
* Ability to learn and adapt new Technology fast.
* Ability to deal with people diplomatically.

DECLARATIONI hereby declare that the entropy acknowledged is precise to the best of my cognition and impression |