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| **ARCHANA**  [**Archana.158739@2freemail.com**](mailto:Archana.158739@2freemail.com) Personal InformationSex: FemaleDate of Birth: 21-05-1986Nationality: IndianMarital Status: MarriedLanguages Known:English, Malayalam, Hindi. **Visa Status**: Husband Visa | | CAREER OBJECTIVE  To 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.   . |  |
| * 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 | | |
| * 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.   DECLARATION  I hereby declare that the entropy acknowledged is precise to the best of my cognition and impression | | |