**Shreeja**

**Shreeja.178187@2freemail.com**

My desire is to find a stable yet challenging position in a professional environment in which to learn new technologies and skills while utilizing my previous experiences to improve beyond my current abilities.

I would like to be an active employee in the company and develop my skills for the mutual benefit of company and myself.

**Professional Summary**

* A dynamic professional with over **4 years** of rich experience in diversified aspects of Customer Service, Operations Coordinator in Call Centre, & BPO.
* An effective communicator with excellent people management, relationship management, co-ordination, interpersonal, analytical and other problem solving professional skills and abilities.
* A very patient and keen planner. Highly motivated and goal-oriented effective leader, with demonstrated professionalism, and exceptional resource planning and balancing skills.

**Organizational Experience**

**Tenure Company Name Designation**

Aug 12 – Aug 13 Jalal Ahmed Group Admin & Accounts

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July’03 – Aug’07 Dell International Services Financial Operations Coordinator

**Roles and Responsibilities**

1. **Jalal Ahmed Group E-Clearance - Accounts Payable**
* Prepared reports regarding payments to client and Dubai Customs.
* Coordinating with various departments and Customs for clearance of dues.
* Submission and supervising of documents.
* Filing and submitting claims.
* Clearing payments to clients.
* Follow up and ensuring document clearance.
* Co-ordinating with Dubai Customs for pending and declined claims.
* Preparing cheques for payments.
* Submitting reports of pending clearance to management.
1. **Dell International services - Financial Operations Coordinator**
* Submitting orders in Dell.
* Used various financial tools for checking and approving orders.
* Co-ordinating with various departments regarding discrepancy in customer details.
* Delegated tasks and responsibilities to various members in team.
* Follow up with customers for approval.
* Using financial tools like Dellserv and Fiserv Approved legitimate orders.
* Orders with Red flags were submitted to Fraud and legal departments.
* Co-ordinated with Austin office for clarifying new policies and procedures.
* Participated in various trainings and programs to understand workings of different departments.
* Supervised escalated calls by agents.
* Received Accolade as most knowledgeable agent.
* Awarded as best agent in team for meeting the target.
* Participated in escalation team.
* Ensuring best customer service and received various accolades for the same.
* Building up strong Customer Relationship with the customers and taking various initiatives to attain the target for team.
* Handled Customer satisfaction scores and performance metrics for team.
* Follow up with customers to ensure customer satisfaction.
* Conducted team meetings for team.
* Attended various trainings conducted by DELL.

 **Achievements**

* Project1--Dissertation comparison of 5 different companies profits.
* Project2--Summer project with Indian Bank which included marketing of their financial products and client satisfaction. (MBA 4th semester).

**Company Profile**

* **Jalal Ahmed Group of Companies (Dubai):** Jalal Ahmed Group of Companies is a leading transportation & Cargo clearance Company with more than 150 vehicles in the transportation business. It is also a well-established leader in the E-Clearance business.
* **Dell Financial Services ( India) :** Founded in 1997, DFS facilitates Customer financing of products and services sold by Dell through consumer and small business revolving loans and fixed-term business loan and lease financings in the U.S. and Canada.

**Academics &**

2001-2003 MBA -- Master in Business Administration (Finance & HR)- Bangalore University

1998-2001 B.Com – Bachelors in Commerce - Rani Durgavati University, Jabalpur (M.P)

**Computer Skills**

 MS Office 2007 & 2010

**Language Skills**

English Fluent (Read, Write & Speak)

Hindi Fluent (Read, Write & Speak)

Malayalam Intermediate (Speak)

**Declaration**

* I declare that the above information furnished is true to the best of my knowledge.

“References available upon request”