**COVER LETTER**

Dear Sir,

With reference to your advertisement, I would like to be considered for this vacancy, and attach my CV with this letter for your consideration. I see your vacancy as a brilliant opportunity to work for a company that has a genuine drive to be the best in class for its customers.

I would like to bring my considerable experience and skills of customer service to your company. I come to you as a friendly, motivated person, who has a passion to serve others and an ability to pleasantly surprise my customers by doing something above and beyond their expectations.

I believe that a combination of my current data analyst skills, career history, work experience and professional attitude all make me a strong contender for your job.

I would be more than able to meet your customer’s expectations in terms of efficiency, accuracy, timeliness and professionalism of response. For the past three years I have been working for Diya Systems Web Hosting Co. and Al Riyami Group Dubai, where I have gained a reputation for being accurate, honest and efficient in everything I do. On a more personal level I am self-motivated, positive and have an enthusiastic 'can do’ attitude. My additional abilities are listed in the enclosed CV.

I very much hope you will invite me for an interview, and I would like to thank you in advance for taking the time to consider my application.

**Education and Qualifications:**

S.S.L.C. ---- State Board with 1st Class …. 2001

P.U.C. ---- PU Board Karnataka with 2nd Class….. 2003

B.Com. ---- Mangalore University with 2nd Class…. 2006

**Computer Skills:**

Windows 98

Tally

MS Office

PGDCA

Internet & Emails

**Training Attended:**

Client interfacing

Team management

Web hosting service

Stress Management

**Additional skills and achievement:**

**IT skills:**

Confident in MS Office packages

Experienced in social media feeds and web content

**Interest and hobbies:**

Played an active role in drama, Yakshagana and dancing.

Sports - Throw ball, Discus throw, Javelin throw.

**PROFFESSIONAL PROFILE: Overall experience in 3+ years**

**1. Company: Diya Systems**

**Designation** : Customer Support Service representative

**Domain** : Web Hosting

**Department**: E-mail and Chat support

**Duration** : From Nov 2006 to May 2009.

**Work Summary and Functional responsibilities:**

* Handling individual and non-individual customer service via e-mail and Chat support.
* Promoting customers with Web host offers.
* Updating daily team reports to management
* Managing team in absence of team leader
* Ensuring accuracy and quality of process
* Ensuring the daily target of work
* Handling fax and sales
* Exceptional productivity under stress with strict deadlines.
* High degree of personal integrity in the handling of confidential information.
* Attention to detail with emphasis on completeness, accuracy and appearance.
* Initiative, tact, ability to communicate concepts, objectives and ideas clearly and concisely.
* Cross-sold services, upgrading customers to different plans and product packages
* Computed Data Reports
* Provided required daily, weekly, monthly and quarterly reports listing sales figures and client track records.
* Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
* Consistently generated additional revenue through skilled sales techniques.

**Accomplishments:**

* Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.
* Managed email and chat flow with up to 5 chats in queue per minute.
* Promoted to Chat support agent in 2007.

**2. Company: Al Riyami Group,**

**Designation**: Data Entry service clerk

**Domain** : Data Entry Operation

**Duration** : From October 2009 to April 2010.

**Work Summary and Functional responsibilities:**

* Handling data entries of Dubai Bank account holding customers
* To ensure to reach the daily target
* Exceptional productivity under stress with strict deadlines
* Updating reports on daily basis

**Personal Details:**

**Date of Birth** : 17-12-1985

**Sex** : Female

**Marital Status** : Married

**Language Skills** : English, Hindi, Kannada & Tulu

**Contact no.** : +971 558248417