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# PERSONAL INFORMATION

* **Nationality :**Indian
* **Date of Birth :**February 1st 1994
* **Marital Status :**Single
* **Language** : English (Fluent), Hindi, Konkani, Kannada

**CAREER OBJECTIVE**

To develop my career as a professional and to seek an environment where constant challenges & creativity are the essence of working and also where my experience, interest & skills are utilized in an optimum way to enhance the organization’s success as well as personal growth.

**WORKING EXPERIENCE**

Currently working with aramex as home call center agent with responsibilities being :

* Make calls to customers and arrange for deliveries of their packages.
* Provide product and service information and other general information that the customers may require.
* Resolve customer problems and concern during calls and relay unresolved queries to the contact center.

# EDUCATION:

September 2015 **HERIOT WATT University** , UAE

* MSc Business Psychology

June 2009 **ST.AGNES COLLEGE** India

* Bachelor of Arts (B.A in Psychology, Office Management and Major English) with distinction.

June 2004 **ST.ALOYSIUS COLLEGE** Mangalore, India

* PUC from State Board with First Class.

June 2004 **ST.THERESA’S** , India

* 10th grade from ICSE Board with Distinction.

# ACHIVEMENTS AND AWARDS DURING THE ACADEMIC YEAR:

* Obtained merit in all the semesters.
* Awarded with certificate of appreciation for the services as a student cabinet.
* Event head at a national level inter collegiate fest.
* Observer ship at psychiatry department, Hamad Medical Corporation Doha, Qatar.
* Worked as an observer with Masina Institute of Psycho-therapy and behavioral sciences.

**EXTRA CURRICULAR ACTIVITIES:**

* Participated and won in various inter collegiate and national level fests.
* Participated in the UGC sponsored National Level three day Entrepreneurship awareness camp.
* Participated in University level seminar for Arts students.
* Served at an NGO (Make a difference) as a volunteer for a period of two years.

**STRENGTHS AND SKILLS**

* Patience and positive attitude.
* Eager to learn new things.
* Effective communication skills. (Fluency in English both reading and writing).
* Time bound.
* Target oriented.
* Can work independently with full confidence.
* Can multitask at a time.
* Self-motivated.

**COMPUTER SKILLS**

* Microsoft Office ( Word , Excel, powerpoint)
* Internet and Email
* Preparation of sales quotations
* Maintaining employee data files.
* Billing information and keeping record of monthly expenses.

**INTERESTS**

* Travelling
* Listening to music
* Meeting new people