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**Gulfjobseeker.com CV No: 26569**

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# Objective

**Seeking for the challenging position as an administrative secretary in the administrative field with opportunity for professional career growth**.

**Summary**

**Excellent administrative and organizational skills with 9+year’s experience in coordinating with customers to resolve their problems. Work under pressure and complete high level workloads within strict deadlines.**

# Education

* **MBA - GPA First Class - CMS College, Kottayam**
* **Doeacc B Level (MCA) – Completed - National Institute of Computer Technology, Kollam**
* **BSC – Assumption College, Kottayam**

# Skills

* **Management**
* **Administration**
* **Customer Service**
* **Staff Training**
* **Sales**

# Computer Skills

**Proficient with Microsoft Office products:**

* **Word •Excel •PowerPoint •Outlook**

## Customer Support EXECUTIVE | Hinduja Telecom and Media Technology LTD | 08/2005 to 12/2006

* **Creates and maintains reports and records, such as recommendation for solution of administrative problems, financial reports, applications, reports, and administrative orders. Maintains arranges and files for easy retrieves, storage or reproduce records, documents and reports**
* **Maintains various databases**
* **Interaction with clients and correspondence**
* **Handling HNI client calls**
* **Collecting daily reports**
* **Arranging the meetings and appointments**

## Senior Technical Support EXECUTIVE | HCL TEchnologies bpo services ltd | 12/2006 to 12/2009

* **Troubleshooting Modems and Routers which are provided by ISP for the customers in United Kingdom**
* **Troubleshooting system and network problems and diagnosing and solving hardware or software faults**
* **Installing and configuring computer hardware operating systems and applications**
* **Troubleshooting email, peripherals and gaming console issues.**
* **Providing support, including procedural documentation and relevant reports**
* **Talking clients through a series of actions over the telephone to help set up systems or resolve issues.**

## Senior Sales Manager | Punjab National Bank MetLife Insurance Co Ltd | 06/2010 to 04/2014

* **Develop and execute recruiting plans.**
* **Coordinate and implement college recruiting initiatives.**
* **Advising on pay and other remuneration issues, including promotion and benefits;**
* **Planning, and sometimes delivering, training - including inductions for new financial consultants and insurance managers**
* **Setting Targets**
* **Monitor and supervise the team performance**
* **Develop, establish and maintain marketing strategies to meet organizational objectives**
* **Execute marketing campaigns and analyze performance that leverage behavioral interest profiling to drive new client acquisition & sales revenue**

## DEPUTY MANAGER | IndusInd Bank Ltd | 04/2014 to 09/2015

* **Developed methods to establish and clarify customer objectives**
* **Maintain up- to -date account distribution information**
* **Developed Metrics and measured success in order to further penetrate the market place.**
* **Prepared sales report and financial reports**
* **Skills in dealing with/ negotiating with mapped HNI clients**
* **Good sales and negotiation skill**
* **Executes plan, policies and programs in business and financial affairs**
* **Assist branch head in the development and implementation of policies within the office**
* **Supervise the activities performed in all work units within an office including implementation of procedures, record management and accounting functions**
* **Boosted gross yearly sales and base book deepening**
* **Be competent and knowledgeable in AML Policies**

# Accolades

1. **Best Performer Award from IndusInd Bank Ltd**
2. **Best Performer award for New acquisition from IndusInd Bank**
3. **MDRT enabler award from Punjab National Bank MetLife Insurance Co. Ltd**
4. **President Enabler Award from Punjab National bank MetLife Insurance Co. Ltd**
5. **Performer award from HCL BPO for the process British Telecom**
6. **Champion team award and best quality team award from Hinduja Telecom and Media Technology**
7. **Outstanding Instant customer engagement award from Hinduja Telecom and Media Technology**

**Personal Information**

**Date of Birth & Marital Status : 30th May 1979, Married**

**Linguistic Abilities : English, Hindi, Tamil and Malayalam**