**First Name of Application CV No 1641300**

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|  | Middle level customer service managerAs a highly-motivated and results orientated leader in the customer care sector, I have a proven track record of providing exemplary levels of service to a broad range of customers, including VIPs and high-profile individuals. I have undertaken several training programs within organization which have enabled me to develop not only specific experiences, but also a valuable and transferable skill set in this fast-paced sector. Utilizing excellent communication skills, I developed and maintained successful working relationships with both internal and external staff.**Executive I Team Leader I Project Leader I Assistant Manager**Professional Experiences2013 - 2015Customer relationship Manager*Dime Technologies-Kerala , India*2008 – 2013**Customer Service Manager***IDOM-BPO of IDEA CELLULAR LTD– Cochin, India*2007 – 2008**Customer Support Executive***PRUDENT Technologies –Cochin, India*Career Summary√ Over six years’ experience as senior manager in Customer Service departments of organizations.√As leader of customer care department, has taken key role in improving customer experience through the following tactics: mentoring, directing, supervising overall functions and staff of customer service operation, handling top-notch professional support services, providing personal interaction, and resolving varied client inquires and complex issues. Core Competencies √Leadership, coaching and mentoring – Ability to motivate and train others.√Excellent problem-solving skills.√Organized, combined with multi-tasking abilityEducationBachelor of Arts in History *Mahatma Gandhi University, Kerala*Master of Business Administration  *Bharatiar University--pursuing presently*Certifications**Professional Training and Development**- Global Leadership Program  Idea Communications**Customer service strategy training course**Idea CommunicationsNotable achievements and Initiatives√Exceed targeted results in customer retention, client expectations, sales and support service as well as other customer service goals.√Assisted the team in testing and troubleshooting new product and service.InterestsTraveling and Exploring I Movies I Gatherings Personal DetailsDate of Birth : 30/05/1984Languages Known : English, Malayalam,TamilGender : FemaleNationality : IndianMarital status : Married **\*\*\*\*\*\*** |
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