**First Name of Application CV No 1641300**

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|  | Middle level customer service manager As 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 Experiences 2013 - 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 ability Education Bachelor 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 Communications Notable 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. Interests Traveling and Exploring I Movies I Gatherings Personal Details Date of Birth : 30/05/1984  Languages Known : English, Malayalam,Tamil  Gender : Female  Nationality : Indian  Marital status : Married  **\*\*\*\*\*\*** | | | | | | | |
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