**First Name of Application CV No 1650228**

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Personal Details

Nationality - INDIAN

D O B – 24/09/1990

Marital Status- Single

OBJECTIVE:

To utilize my managerial skills in a reputed organization where there are ample opportunities for development and contribute my knowledge towards its growth

CAREER PROFILE:

* Detail oriented, efficient and organized professional with extensive experience in Microsoft Office.
* Excellent written and verbal communication skills.
* Highly trustworthy, discreet and ethical. Resourceful in completion of projects and effective at multi-tasking.
* Timely decision making and considers team work as the main criterion.
* Hardworking, Confident to be punctual and customer friendly.

CAREER SUMMARY:

From April 2012– Till now working in METCO, SHARJAH

EXPERIENCE:

Nature of Job in Metco,Sharjah

Roles : Assistant to Marketing Manager & Sales Executive

Responsibilities: Meeting clients and coordinating the client activities

 I have experience in: strategic forward-planning; operating within the tight financial disciplines imposed by ambitious budgets which I have helped to plan; methodical administration to deadlines and the application of modern leadership methods (through staff motivation and involvement in both decision-making and target-setting, clarity in communication, and easy personal inter-relations).

From April 2011 Sep – Feb 2012 worked for BPO RRD , INDIA

General Purpose

Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

Main Job Tasks and Responsibilities

* answer calls and respond to emails
* handle customer inquiries both telephonically and by email
* research required information using available resources
* manage and resolve customer complaints
* provide customers with product and service information
* enter new customer information into system
* update existing customer information
* process orders, forms and applications
* identify and escalate priority issues
* route calls to appropriate resource
* follow up customer calls where necessary
* document all call information according to standard operating procedures
* complete call logs
* produce call reports

Experience

* proficient in relevant computer applications
* required language proficiency
* knowledge of customer service principles and practices
* knowledge of call center telephony and technology
* some experience in a call center or customer service environment
* good data entry and typing skills
* knowledge of administration and clerical processes

Key Competencies

* verbal and written communication skills
* listening skills
* problem analysis and problem solving
* customer service orientation
* organizational skills
* attention to detail
* judgment
* adaptability
* team work
* stress tolerance
* resilience

GRAPHIC DESIGNER – March 2013– July 2013  
Employers name – CDIT INDIA  
Responsible for creating exciting materials and design solutions that have a high visual impact.  
Duties;

* Meeting clients to discuss their needs, objectives and budgets.
* Designing and creating a wide variety of graphic art and promotional material.
* Producing designs for both internal and external communications. Involving customers in the design process.
* Creating integrated design projects across both online and offline outputs.
* Developing design briefs.
* Explaining design concepts and ideas to clients and colleagues.
* Coordinating multiple publishing projects.
* Commissioning illustrators and photographers.
* Providing graphical support for Blogs, websites and social media.
* Working on presentations, leaflets, trade-marks, marketing materials and banner designs.
* Producing accurate and high-quality design work.

ACADEMIC QUALIFICATIONS:

GRADUATION : Completed BCA AJ college, TRIVANDRUM in the year 2011- with 65%marks.

HIGHER SECONDARY : Completed in ST.JOSEPH’s Higher Secondary School,

Trivandrum in the year 2008 with 80%marks. (Commerce with CA)

SECONDARY SCHOOL : Completed in SMV Higher Secondary School,

in the year 2006 with 74%marks.

COMPUTER KNOWLEDGE:

Operating Systems , MS office, HTML, Adobe Photoshop, Photomatix Pro, Lightroom, C, VB, HTML,C++,JAVA,SQL,BASIC,LINUX,XML,.net

LANGUAGES KNOWN:

* English : Read, Write, Speak
* Hindi : Read, Write, Speak
* Malayalam : Read ,Write, Speak
* Tamil