**RESUME**

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**OBJECTIVE**

Seeking a position with a reputed establishment where I could utilize my experience, in pursuit of a mutual goal – the continuing success of an organization.

**WORK EXPERIENCE**

1. **Document Controller cum secretary at (HSSG) from Dec 2014 till Date.**

**Responsibilities:-**

* Responsible for receiving, circulating and recording all incoming and outgoing faxes, emails and hand deliveries.
* Ensuring sequential numbering system in each and every outgoing correspondence.
* Ensuring quality formats being used adequately for correspondences, submittals, transmittals to clients, consultants, subcontractors and within divisions and departments.
* Ensuring all correspondences regarding financial matters is forwarded to the PM.
* Ensuring all correspondences regarding contractual matters is forwarded to the CM.
* Ensure all correspondences reach proper department.
* Bring up quality forms, checklists as and when needed in coordination with QA/QC Engineer for technical aspects.
* Maintain documentation for projects under taken by Contracting Division making in use the project numbering system for easy traceability and proper filing (soft and hard copy).
* Coordinate with QA/QC Engineer for maintaining quality documentation so called, Document Register, Material Register & Drawing Register
1. **Customer Service Representative in Call Center (Inbound) at CAB from May 2013 till July2014**

**Responsibilities:-**

* Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
* Experience to ensure that a company delivers the highest standards of service to customers. Invoice processing of all location of branches across India.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
* Follow up to ensure that appropriate actions were taken on customers' requests.
* Refer unresolved customer grievances or special requests to designated departments for further investigation.
* Knowledge of products.
* Provide quality customer service on every call.
* Promote good listening skills.
* Manage length of calls.
* Motivate teams to continue delivering a quality service, particularly when representatives are working in stressful conditions dealing with customer complaints.

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**SKILLS**

* Can plan & execute work independently**.**
* Proficient in MS-Office and internet applications.
* Hard working, dedicated towards the task assigned and ability to work in groups.
* Able to handle pressure and perform efficiently in demanding situation.
* Communication & interpersonal skills, strong analytical and problem solving skills.
* The Ability to Listen Closely to Customers
* Clear Verbal Communication
* Ability to Empathize
* Data Entry and Basic Computer Skills
* Understanding of Human Psychology
* Basic Performance Skills

**ACADEMIC CREDENTIALS**

* Bachelor in Business Management Studies, Graduated from L.S RAHEJA COLLEGE OF COMMERCE & ARTS, University of Mumbai in 2013, BMS (FINANCE)
* 10TH FROM CBSE BOARD (DELHI) BAL BHAVAN SCHOOL
* 12TH FROM CBSE BOARD (DELHI) BAL BHAVAN SCHOOL

**CAREER OBJECTIVE**

To reach up to a position where I can have a valuable contribution towards the growth of organization and continuously upgrade my knowledge.

* Have 1 year of experience in Al Habtoor (HSSG)
* Have 1 year of experience in Customer service (BPO).
* Education Bachelor in Business Management Studies (FINANCE).
* Proven expertise in providing administrative and office support services.
* Abilities in performing wide range of administrative works and personnel relation.
* Excellent competencies in interacting with clients, sellers, and authorities.
* Displayed skills in performing under pressure and setting work priorities with keen attention.
* Effectively deal with multicultural clientele and ensure customer satisfaction.
* Dedicated and self-motivated team player having excellent communication, analytical, problem solving, and time management skills.

**PERSONAL DETAILS**

**Nationality :** Indian.

**Date of Birth :** 26th June 1992

**Visa Status :** Employment Visa

**Languages Known :** English, Hindi and Urdu

**First Name of Application CV No:** **1654764**

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