**SOUDA**

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| Professional Summary |

I have 6 years of total experience and worked in following areas

* Team leader for sales
* Retention, Cross selling and customer service
* Sales and marketing
* Quality advisor

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| Professional Objective |

To attain hard hitting career through esteemed organization and update my core competencies.

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| Work Experience |

Since 18/01/’11 Dunia finance-Dubai Quality advisor

Jan ’08- Mar ‘09 Etisalat-Ajman Customer Service representative

2008 Sutherland Global solutions- Chennai Customer Support

2007(6 months) Hinduja TMT LTD-Chennai Customer support

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| Responsibilities |

##### At Dunia finance:

Currently working as quality advisor

Listening to all the agents and team leaders’ calls, Handling Service requests for the whole team, Training new agents, conducting learning and development sessions.

Worked as Team leader for 6 months

* Handling a team of 10 agents.
* Providing team leadership and coaching in the best useful way.
* Creating open communication, creative thinking, and cohesive tem effort.
* Motivate and inspire team members and lead by setting good examples.
* Handling Sales on a full end basis with coordination.
* Retention of the customer’s who are on the verge of maturity.
* Handling irate customers and providing the best solutions.
* Handling Self-employed (SEMM), Salaried Mass Market (SMM), and Mass Affluent (MAF) customer’s.
* Coordinating with the relationship officer’s to complete the booking.
* Following up for booking within the Turnaround Time.

##### At Etisalat:

Welcoming new Post paid customer’s to the network, cross sales of postpaid and prepaid services. Retention of prepaid (Wasel)customer’s.

Handling customer’s queries.Assisting customer’s in using different services provided by the company.

Executing different requests in a way to get it resolved within TAT.

Updating customer’s with the latest offers.

##### At Sutherland global solution:

Outsourcing for the website Amazon.com.

Attending customers query, studying them in detail and giving adequate solutions.

Attending customer’s compliant and see to it that it is handled by concerned personnel.

Tracking the shipments until delivery of the items.

Coordinating between customer’s and the supervisor’s in case of any escalations.

##### At Hinduja TMT limited:

Providing services for mobile service provider.

Understanding customer needs and providing best possible solutions

Resolving customer issues over the phone and through mails.

Retention of the customer.

Updating customer’s with the latest offer’s.

Provided optimum customer service and maintained a friendly work atmosphere.

Handled customer concerns and complaints.

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| Academic Background | | | | | | | | | | | |
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| Duration | | **Course** | **University** | | **Percentage** | |  | | | |
| 2005–2007 | | MBA | Anna University- Tamil Nadu | | 76 |  | | | | |
| 2002-2005 | | B Com | University of Calicut-Kerala | | 72 |  | | | | |
| 2000-2002 | | +2 | CBSE-Kerala | | 79 |  | | | | |
| 2000 | | SSLC | CBSE-Kerala | | 71 |  | | | | |
|  | IT Skills | | | | | | | | | |
| OS | | | Windows, DOS. | | | |
| Software Package and Computer language | | | Tally(ERP) MS-Office Suite, Tally, BASIC, Oracle | | | |
|  | Personal Attributes | | | | | | | | | |

Good interpersonal skills. Dynamic leadership qualities and work in different cultures.

Good Communication and techno commercial skill.

Strong knowledge of Process, procedures and policies.

Effective decision making good logical reasoning and analytical skills.

Ability to work under pressure.

Ability to use analysis to resolve complex issues.

High Energy level, creative, optimistic, confident and openness to learning.

Ability to work independently as well as part of a team.

Effective Planning and Scheduling.

Ability to work independently and handling confidential material.

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| Personal Details | | |
| Date of Birth | August 18th 1983. |
| Nationality | Indian. |
| Language known | English, Hindi, Tamil, Malayalam. |
| Marital Status | Married. |
| Gender | Female. |
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| Religion | Islam. |
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