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| **Ignatious Vicuna – 1851192**  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |



**OBJECTIVE**

Inclination to grow and evolve into a true professional, to maximize and leverage the customer-service experience in a challenging environment to achieve the corporate goals.

**SUMMARY**

Accomplished and dynamic professional with **experience of more than 4 years in customer service.**

Highly motivated, dependable and demonstrates professionalism in handling various functions.

**Trained on US accent**; experienced in dealing with overseas **business clients /**

**callers based in the USA, Canada & Australia** via telephone.

Proven people management skills, with the ability to manage performance

Adept at changing gears when situations dictate; active listener, **practiced in resolving customer complaints** and **promoting conflict resolution.**

Enthusiastic individual, recognised ability to establish and maintain effective working relationships across cross-functional teams and building strategic relationships with clients.

**Flexible and versatile** – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences.

High end call handling - When Manager not available

**PROFESSIONAL EXPERIENCE**

*Feb 2014 - Feb 2015*

**SR Sales & Customer Service Executive**

Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sale

Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

Submits orders by referring to price lists and product literature

Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses

Contributes to team effort by accomplishing related results as needed

*AR Management*

*July 2011 – Jan 2014*

**SR. Sales Executive**

Responding to customer queries voice management systems and provide quality response with utmost speed so that customer query is resolved in first contact

Resolving all kinds of technical queries and retaining the customers by providing appropriate solutions

Meeting business standards process and productivity

**EDUCATION**

**Bachelor of Commerce (Corporate & Secretaryship)** from Loyola Collage

(UGC Recognized), India – 2008 - 2011

**Course: Graphic Designing & Photoshop** from Dreamz Animation Training Studio, Nungambakkam Chennai , India - 2007

**COMPETENCY MATRIX**

Customer Service and Satisfaction Excellent Communication Skills Issue Resolution

People Management Grievance Handling

**ACHIEVEMENTS**

Efficiently handled 10 different projects at a given point of time

Won several appreciations / laurels from the client for learning the work very quickly and received appraisals for the consistent performance**.**

Best Team of the year 2014 Groupon.co.uk

**TRAININGS ATTENDED**

US /UK Accent& Culture, Telemarketing- Product Sales and Convincing Skills

Voice Modulation & Call Handling Procedures

Call Escalation & Telephone etiquettes

**PROJECTS HANDLED** Sales & Marketing Customer Support Paralegal Work Background Verification

**LANGUAGE SKILLS**

Proficient in English,Tamil, and Kannada

**Personal Details:** Nationality: India.

Visa Status: U.A.E. Tourist Visa.

**REFERENCES:** Available upon request.

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