**CURRICULUM VITAE**

**GRACEY**

**GRACEY.309558@2freemail.com**

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**CAREER OBJECTIVE**

Looking for a demanding position, where my background can be effectively used. An atmosphere where performance is rewarded with new responsibilities and mobility is preferred.

**KEY SKILLS**

Problem Analysis | Problem Solving | Organizational Skills

Customer Service Orientation | Adaptability | Initiative

Strong Interpersonal-Communication skills I Administration skill I

**WORK EXPERIENCE**

**AFTERSALES & CUSTOMER SERVICE**

**EMAX ELECTRONICS LLC,**

**Dubai – United Arab Emirates**

**From March2011 to Till Date.**

**DUTIES & RESPONSIBILITIES**

* Communicated directly with customers by phone, electronically or face to face.
* Provided customers with technical support using maintenance procedures created with company products.
* Wrote and kept accurate records of discussions and correspondence with customers.
* Managed and supervised a team of customer services representatives.
* Provided customer service team with feedback.
* Met with other team managers to discuss possible improvements in customer service Dept.
* Trained and coached team members to deliver a high standard of customer service.
* Learned about products and services and kept up to date with changes.
* Kept ahead of technology developments by attending professional courses.
* Responded promptly and answered/resolved customer inquiries and complaints.
* Raising LPO and forwarding to supplier through email or fax.
* Preparing local purchase order with correct margin and supplier details.
* Delivery follow up on daily basis with supplier and keeping customer update .
* Managed customers’ database accounts, performed customer verification and processed applications, orders and requests.
* Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
* Supplied customers with written responses and information and followed up on customer communications.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Able to handle returns and complaints effectively.

**CALLCENTER EXECUTIVE/ PROCESS ASSOCIATE**

**IBM DAKSH- BUSINESS PROCESS SERVICES PVT.LTD**

**KOLKATA– INDIA**

**FROM DEC 2008 TO MAY 2010**

**DUTIES & RESPONSIBILITIES**

* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
* Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
* Maintains call center database by entering information.
* Keeps equipment operational by following established procedures; reporting malfunctions.
* Updates job knowledge by participating in educational opportunities.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* Handle the tasks of providing positive customer service by responding a high inbound-call volume.
* Responsible for handling customer requirements and provide solutions to customer issues
* Handle the tasks of preparing work records in an accurate manner and update customer file
* Responsible for follow up on customer inquiries through e-mails to customer and the field organization on a continual basis .

**RECEPTIONIST**

**CP HIGHER MEMORIAL SCHOOL**

**JAN 2007 –SEPT 2008**

**DUTIES & RESPONSIBILITIES**

* Responsible for greeting parents, visitors and new students and help them regarding their respective official requirements.
* Responsible for answering phones, accepting and distributing packages, and checking mails.
* Perform responsibilities of communicating information from school to parents through phone, emails and parent information board.
* Assist with data-entry and administrative projects as needed for various departments

**ACADEMIC QUALIFICATION**

* BECHELOR OF ARTS passed in the year of 2006 from St.Joseph’s College Darjeeling – India
* Secondary school certificates (S.S.C) Passed in the year of 2003 from K.V Khaprail ,WB- India

**TECHNICAL KNOWLEDGE**

* Proficient in MS Excel, Word &Outlook,database management application- ORION and OBIEE.
* Proven ability to learn &operate software application quickly.

**AWARD &CERTIFICATIONS**

* Certificate in information Technology from **NIIT** New Delhi April 2007.
* Performance Excellence Award at E-MAX MCC store for the month of September 2011
* Performance Excellence Award at E-MAX MCC store for the month of January 2012.
* Awarded for excellent performance during DSF 2013 at E-MAX MCC Store.
* Co-operate Executive Secretary training course from NADIA Institute ‘Sharjah UAE 2016.

**DECLARATION**

* I hereby declare that all the information aboveis true to the best of my knowledge and belief Reference will be provided upon request.