**Name :** Radha P

**E-mail :** radha.331145@2freemail.com

**Nationality :** Indian

**Dear Recruiter Manager**

I wish to introduce myself as an enthusiastic and articulate individual with demonstrated working experience in the field of Customer Care & Receptionists Service. Strong interpersonal skills ensuring the ability to work in a highly diverse environment in which respectful and effective communication skills are integral.

With this sort of social and professional background, I sincerely believe that I will fit into your organization. Should you require further details I will be happy to provide the same in person.

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# Summary of Skills & Strength

# A complete team worker with utmost integrity who is desirable to lead the team as per the demand of situation, who believes to do the right thing at right time. A very good team player, flexible, innovative, tactful, loyal, sincere & a very hard worker.

**Special Achievements**

# Reorganized the reception area which increased overall efficiency by 30%

# Implemented customer care strategies that have led to a 50% reduction in complaints

**Experiences:**

# Mahindra Holidays and Resorts India Ltd- Bangalore March 2008 – Nov 2016

**Front Office Cum Customer Care Executive**

* Greet visitors and employees courteously and cater for their special requests, needs and complaints.
* Answer and forward phone calls to appropriate individuals and department’s
* Schedule customer bookings and guide them about available rooms and resorts
* Write letters and email using proper spelling, grammar, and punctuation
* Prepare incoming and outgoing mail and packages
* Oversee maintenance of the reception and waiting area
* Coordinate customer payments and billing
* Handle cash transactions with customers
* Issue receipts, refunds change
* Buy necessary supplies, stationary,snacks and refreshments
* Maintain cleanliness of reception area
* Work independently and collaboratively on assigned tasks

# DSA Of ICICI Bank- Bangalore Aug 2007 to Jan 2008

# Receptionist

* Acknowledged and greeted customers upon entering the premises
* Register customers and visitors on sign in sheet
* Scheduled appointments on phone and maintained appointment book
* Coordinated with departments for appointments availability
* Quickly responded to customer questions and concerns
* Provided information regarding facility and payment options
* Answered telephone and forwarded calls to concerned departments
* Handled cashiering tasks
* Maintained a clean and sanitized waiting area

# Page Point Services – Call Centre Feb 2007 to July 2007

# Customer Care Executive

* Provides customer support and handles the queries of Customer’s
* Follow-up and track on customer enquiries
* Maintains record of all enquiries & related details in Computer Systems
* Provides all Back-office support tasks like sending and receiving mails
* 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.

**Educational Qualifications:**

B.A. English

**Languages Skills:**

Tami, English, Kannada, Hindi

**Computer Skills:**

* MS Office (Word, Excel, PowerPoint, Vlookup)
* E- Mail (Microsoft Outlook) / Internet