RESUME

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RESUME

ASWATHY

[ASWATHY.332143@2freemail.com](mailto:ASWATHY.332143@2freemail.com)

OBJECTIVE

To organize my environment and achieve challenging goals through strong will and consistent hard work.

WORK HISTORY

IMARK GLOBAL, Cochin **-**May 2015-November 2016

CLIENT RELATIONSHIP MANAGER

* Maintain and develop client-business relationship.
* Helps in the advertisement and Expo for various business deals.
* Maintain the accounts details.
* Improves customer service quality results by studying, evaluating & re-designing processes.
* Establishing and communicating service metrics, monitoring and analyzing results.
* Arranging business meetings, sales and revenue goals.
* Control the team to improve the standard and the quality.
* Project work done behalf of M.D.

SUMUKHA COMBINES, BANGALORE – March 2013 – April 2015

CUSTOMER RELATIONSHIP MANAGER

Customer Support/Administrative Executive

* Solving customers requests and proactively offer ideas &insights to improve the customer’s issues and challenges.
* Communicating and convenience the clients.
* Dealing and maintaining with the office accounts.
* Resolve customer complaints via phone, mail or social media.
* Greet customers warmly and ascertain problem or reason for calling.
* Compile reports on overall satisfaction.
* Develop and maintain relationship which benefit client.

AMRUTHA COOLING SYSTEMBANGALORE -AUG 2012-FEB 2013

CUSTOMER SUPPORT/TELL-CALLER

* Worked as customer service representative.
* Managing client relationships to build a reputation for excellent service & generate repeat business.
* Rendering services to the client with utmost quality.
* Assist sales team in business acquisitions, planning, retention and management.
* Clear all issues of the clients.
* Track all the calls, record store in databases.

EDUCATIONAL AND TECHNICAL QUALIFICATION

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| PROFESSIONAL | | | | | |
| ACADEMIC RECORDS | | | | | |
| B.TECH-  (APPLIED ELECTRONICS & INDUSTRAMENTION) | |  | Mount Zion College of Engineering, Kadammanitta, Pathanamthitta | | 2012 |
| PLUS TWO | |  | G.H.S.S Kadammanitta,(Higher Secondary Board of Kerala) | | 2007 |
| S S L C | |  | St.Mary girls High school, Kozhencherry, (Kerala Board) | | 2005 |
| COMPUTER KNOWLEDGE | | | | | |
| Good knowledge Windows, Ms Office (Word, Excel, Power Point etc...) | | | | | |
| LANGUAGE SKILLS | | | | | |
| Speak | Read | | | Write | |
| English, Malayalam, Hindi | English, Malayalam | | | English, Malayalam | |

STRENGTHS

* Creativity.
* Hard Working in all situations with positive attitude.
* Good team player/ Result oriented planning for any task.

HOBBIES

* Craft making.
* Costume designing.
* Oil Painting, Fabric Painting and Pencil Drawing.

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge.