vijila r. v.- CV No. 1994232

Dubai, United Arab Emirates

Mobile: +971 527681123, +971 568955472

Email: vijilavijiyan23@gmail.com

CAREER OBJECTIVE

To work in an esteemed organization where the work environment will offer me challenge, where I can use my interpersonal and leadership skills to achieve the organizational goals and thereby achieving my personal goal.

WORK EXPERIENCE

* Tele Sales Team Leader in LLC, Dubai

Detailed Profile

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| --- | --- | --- | --- |
| Company: |  | Period: | 17th January 2016 20/07/2016 |
| Location: |  Dubai, U.A.E |
| Job Responsibilities: | * Lead and direct the telesales team to make high sales.
* Monitoring call time, call quality and revenue targets of team members.
* Making B2B outbound telesales calls. Conveying technical information to customers.
* Closing sales and making plans to gain repeat business.
* Maximizing every sales enquiry.
* Maintained records and coordinated with other office personnel
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* Customer Service Executivein MuthootFincorpPvt Ltd, Kerala

Detailed Profile

|  |  |  |  |
| --- | --- | --- | --- |
| Company: | MuthootFincorpPvt Ltd  | Period: | 9th December 2013 to 31st October 2015 |
| Location: |  Trivandrum, Kerala, India. |
| Job Responsibilities: | Gold Loan* Gold Pledge
* Gold Release
* Conduct self-gold valuation and inform gold loan amount
* Manage external gold valuation process
* Gold loan file disbursal in system
* Custody of gold packets in the office, record it as per process
* Interest collection

Operations* Coordinate with branch sales team and support BSM, SMs for lead conversion
* Tele-calling / follow up on leads
* Money transfer
* Foreign money exchange
* Customer Support / Service as required

Cashier* Handling all the cash transaction of an organization
* Checking daily cash account
* Receive payment by cash or Cheque
* Raise Payment Request / Cheque Disbursement
 |

* Tele Sales Executive inTeamlease Services PvtLTd, Bangalore

Detailed Profile

|  |  |  |  |
| --- | --- | --- | --- |
| Company: | Teamlese Services Pvt Ltd | Period: | 23rd January 2013 to15th October 2013 |
| Location: | Koramangala, Bangalore, India |
| Job Responsibilities: | * Managing databases
* Tele-calling / follow up
* Generating new business
* Managing accounts Meeting targets
* Calling prospective clients
 |

* Administration Manager inVisa IT Solution, Kerala

Detailed Profile

|  |  |  |  |
| --- | --- | --- | --- |
| Company: | Visa IT Solution | Period: | 05th November 2011 to20th November 2012 |
| Location: |  Trivandrum, Kerala, India. |
| Job Responsibilities: | * General Administration
* Telecommunication
* Attendance Management
* Appointment letter & confirmation
* Maintaining personal files of employees
* Arranging meetings
* Employee Relation
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EDUCATION AND CERTIFICATION

|  |  |  |
| --- | --- | --- |
| Academic Qualification | Institute/ University | Year of Passing |
| MBA (HR& Marketing) | Calicut University | 2011 |
| BSc (Polymer Chemistry) | Kerala University | 2009 |
| 12th (Biology Science) | Higher Secondary Board, India | 2005 |

PROJECT UNDERTAKEN

* Major project (45 days on the job) on the “Effectiveness of promotion and customer service in Retailing at Big Bazaar”, Thrissur
* Minor Project (21 days on the job) on the “The study on customer perception towards KERAFED’s KERA brand Coconut Oil in Trivandrum district” at KERAFED, Thiruvananthapuram

INDUSTRIAL VISITS

* New Water Plant, Singapore
* Urban Development Authority, Singapore
* Volkswagen Automotive Co. LTD, Shangai
* Yakult Co. Ltd, Shanghai
* Yanjing Beer Factory, Shanghai
* Totole Food Co. Ltd, Shanghai
* Pearl Factory, Beijing
* Apollo Tyres, Thrissur
* Rubber Rehabilitation Plantation, Kollam
* Kerafed, Thiruvananthapuram.

CORE STRENGTH

Active listening skills Team building expertise

Sharp problem solver Customer Service

Energetic work attitude Adaptive Team player

Telephone inquiries specialist

SKILL SETS

* Excellent communication and presentation skills
* Advanced skills in MS Office and Internet
* Typing speed of approximately 40 to 50 WPM

LANGUAGES KNOWN

|  |  |  |  |
| --- | --- | --- | --- |
|  | Write | Read | Speak |
| ENGLISH |  |  |  |
| MALAYALAM |  |  |  |
| HINDI |  |  |  |

PERSONAL DETAILS

Date of Birth : 17th May 1988

Nationality : Indian

Marital Status : Married

PassportNo.: H9469107(Issue Date – 09-09- 2010 & End Date – 08-09-2020)

DECLARATION

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

Thiruvananthapuram Vijila R.V.

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| --- |
| vijila r. v.- CV No. 1994232To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant cvcontacts@gulfjobseekers.com Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |