vijila r. v.- CV No. 1994232

Dubai, United Arab Emirates

Mobile: +971 527681123, +971 568955472

Email: [vijilavijiyan23@gmail.com](mailto: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

|  |  |  |  |
| --- | --- | --- | --- |
| 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 | | |

* 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 to  15th 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 to  20th 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 | | |

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.

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