DHIVYA

[DHIVYA.334276@2freemail.com](mailto:DHIVYA.334276@2freemail.com)

## Objective

Looking for a challenging Job In customer service where I can contribute in the growth of an organization using my efficient Skills.

## Academic Profile

* **BE – EEE ( 2010-2014)**

Anjalai Ammal engineering College, Anna University - Chennai

## Technical Skills

Operating System **:** Microsoft Windows

Languages **:** java, C, C++

PackagesMS-Office

## Personal Skills

* + - Excellent communicator
    - Good problem solving skills
    - Attention to details
    - Team player
    - Promoting the company’s products and services to customers
    - Handling objections professionally processing orders, forms, and applications.
    - Dealing efficiently with questions and queries from customers.
    - Keeping up to date with all the company's products, services and procedures

## Experience

Worked as a customer support executive in **Alphasoftz Solution Pvt Ltd** from **May 2014 to January 2015.**

**Work Description:**

Worked as a customer support to customers, IT products included are printers, Desktop, Laptop, & accessories.

**Part of Job:**

* + Identify and assess customers’ needs to achieve satisfaction
  + Build sustainable relationships of trust through open and interactive communication
  + Provide accurate, valid and complete information by using the right methods/tools for installation
  + Meet personal/customer service team sales targets and call handling quotas
  + Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
  + Keep records of customer interactions, process customer accounts and file documents
  + Follow communication procedures, guidelines and policies

## Personal Profile

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| --- | --- | --- |
| **Date of Birth** | : | 29-09-1993 |
| **Gender** | : | Female |
| **Nationality** | : | Indian |
| VISA Status | : | RES-VISA |
| **Languages Known** | : | Tamil & English |

## Declaration

I hereby declare that all the statements made in this application are true to the best of my knowledge and belief.

Place : Dubai

Date : 15.01.2017