DHIVYA

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