Shalini

[Shalini.334636@2freemail.com](mailto:Shalini.334636@2freemail.com)



Customer Care ~ Back Office ~ Office Assistant ~ Client Servicing

Over 4 Years of Impressive Experience in delivering optimum results

**CAREER OBJECTIVE**

To professionally attach to an organization and take innovative challenges, which give me ample scope to explore my skills in your esteemed organization and strive for excellence in the field ofin **Customer Care /** **Back Office / Office Assistance / Client Servicing**.



**Key Strength Areas**

*Positive Attitude • Enthusiastic • Good Communication Skills*



**PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS**

**International Company Sep 2014 to june 2015**

**Dubai, UAE**

**Part time Telemarketing**

* Handling Outbound Sales Call

**IBM DAKSH BUSINESS PROCESS SERVICE PVT LTD.,**

**Visakhapatnam, India Sep 2007 to Apr 2010**

IBM DAKSH in an integral part of the IBM Global Process Services, who provide solutions across various verticals such as Banking, Insurance, Travel, Telecom, Technology, Distribution, and Utilities with core expertise lies in Customer Relationship Management (CRM), Finance and Accounting (F&A), Technical Help Desk, and industry-specific Back Office and Analytics services.

**Customer Care Executive**

* Inbound Calls Handling.
* Inbound Sales calls.

**SAI MARINE EXPORTS PVT LTD.,**

**Visakhapatnam, India Apr 2006 - Aug 2007**

An Export House of complementary business units that Exports Shrimps in International Market.

**Receptionist cum Account Assistant**

* Preparation of Bank Reconciliation Statement.
* Preparation of Outstanding Statements.
* Preparation of Daily Reports of Management Requirements Invoices.
* Scrutiny Monthly voucher & bills.
* E-mail Handling.



**ACADEMIC AND PROFESSIONAL CREDENTIALS**

**B.Com from V.B.M.D College, 2005**

Andhra University, Visakhapatnam, Andhra Pradesh, India.

**Secretarial Course, 2006**

Anne Jyothi Institute of Secretarial Studies, Visakhapatnam, Andhra Pradesh, India.

**Diploma in Computer Application, 2000**

Care Institute, Visakhapatnam, Andhra Pradesh, India.

**Computer Skills**

* Tally 7.2 & Ms-Office.



**PERSONAL DETAILS**

Sex Female

Status Married

Nationality Indian

Languages known English, Hindi & Telugu.

Visa Status Husband Visa



**References: Available upon Request**

**Date : Signature**

**Place :**