

Senhora

Date of Birth : 17th August, 1982, Kuwait

Email Senhora.335540@2freemail.com

**CAREER OBJECTIVE:**

Seeking a suitable position with a reputed organization that offers professional growth while being resourceful, innovative and flexible.

**ACADEMICS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Institute** | **Board/University** | **Year** |
| H.S.C. | St Xavier’s College Mapusa, Goa India | Goa Board | 2001 |
| S.S.C. | Holy Rosary Convent, Nuvem, Goa India | Goa Board | 1998 |

**COMPUTER PROFICIENCY:**

Basic knowledge of all Microsoft Office Applications and Internet.

**WORK EXPERIENCE:**

**Hotel Fidalgo Maberest Hotels, Panjim Goa, India**

(May 2014 – August 2014)

*Job Profile*: Receptionist at the Front Office Desk.

*Job Description:*

* Handled all incoming and outgoing calls from and to the hotel, room reservation, maintained the daily check in and checkout
* Arranging pickup and drop facilities.

**Reporting to:** Front Office Manager.

**Cavala Hotels Seaside Beach Resort, Baga Goa, India**

(November 2012 – March 2013)

*Job Profile*: Team Coach/Trainer

*Job Description:*

* Conducted Hotel room reservations for Guests through email, telephonic and face to face conversation
* Worked on Room Reservation System (RRS).

**Reporting to:** Front Office/Reservations Manager

**Atharv Tradex Exim Pvt.Ltd BPO Solutions, Pune Maharashtra, India**

(January 2011 - October 2012)

*Job Profile*: Team Coach/Trainer

*Job Description:*

* International Outbound Sales Canadian multi processes. (Comwave-Telecom provider for home lines and long distance calling, Zomaron-Merchant Services and Education campaign-Surveys).
* Business to Business and Business to Customer outbound sales.
* Team handling and managing Training sessions.
* Managed daily and monthly reports and coordinated with Operations Manager and Clients on regular basis.

**Reporting to:** Operations Manager.

**Ivolv BPO Solutions, Pune Maharashtra, India**

(November 2005 - November 2010)

*Job Profile*: Customer Sales Executive/Floor Supervisor

*Job Description:*

* International Outbound Sales U.S process. (Motor and Home Insurance).
* Outbound Home and Motor Insurance sales.
* Handled team escalation calls.
* Managed daily sales reports of employees.

**Reporting to:** Team Leader.

**Mphasis Ltd BPO Solutions, Pune Maharashtra, India**

(March 2005 – October 2005)

*Job Profile*: Customer Service Agent.

*Job Description:*

* International Inbound U.S process. (VTR – Virtual Tax Room).
* Handled inbound calls from clients with regards to semi technical issues.

**Reporting to:** Team Leader.

**STRENGHTS AND PERSONAL SKILLS:**

Positive Attitude, Quick learner, Team player and Goal oriented8.

**AWARDS ACHIEVED:**

1st place at Inter School Elocution Competition, Singing and Dance competitions.

1st place in football match and 2nd place in cricket match at inter college state level championship.