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|  **CURRICULUM VITAE****MS. MARIA****MARIA.336984@2freemail.com****(**MASTER OF COMMERCE)**LANGUAGES KNOWN :****ENGLISH, HINDI , MARATHI, KONKANI (MOTHER TONGUE)**  | OBJECTIVE:To achieve formidable career graph by acquiring a set of skills for self-Development & for the growth of the Organization.EDUCATIONAL QUALIFICATION:**2014 MASTER OF COMMERCE (ACCOUNTANCY)**MUMBAI university (india)**2012 BACHELOR OF COMMERCE**Mumbai university, (elphiNstone college)India.**2009 HSC**Mumbai university, (elphisNtone college)India.**2007 SSC** maharashtra Board,(holy name high school)India.COMPUTER LITERACY:* MS OFFICE (Well served in Word, Excel & PowerPoint)
* Proficient in use of Internet Application
* dtp
* 2D ANIMATION- FLASH

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| **PERSONAL DATA:****DATE OF BIRTH :****8th APRIL, 1991.** **SEX :** **FEMALE****RELIGION : CATHOLIC****MARITAL STATUS: UNMARRIED****INTERESTS :****LISTENING MUSIC,****TRAVELLING,****WALKING, SURFING INTERNET, TRAVELLING****AND WALKING** | WORK EXPERIENCE**Organization: INTERNATIONAL BOOK HOUSE PVT. LTD. (india)****Designation** : CUSTOMER RELATION EXECUTIVE**Department** : DIGITAL SALEs & MARKETING (EJOURNALS & EBOOKS)**Period** : NOVEMBER 2013 tILL DATE**RESPONSIBILITIES*** Coordinating and streamlining firmwide billing and invoicing processes
* Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
* Managing consistent international compliance with protocols agreed with clients
* Preparing regular and ad hoc management reports aligned to client and team need
* Answering requests for information on capabilities and contacts within the firm
* Organising and preparing for client meetings e.g. reviews and pitches and ensuring follow up
* Follow up to ensure that appropriate actions were taken on customers' requests.
* Refer unresolved customer grievances or special requests to designated departments for further investigation.
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| **PLACE OF ISSUE:****MUMBAI****DATE OF ISSUE:****23.10.2013****DATE OF EXPIRY****22.10.2023** | **Organization: FIRST SOURCE SOLUTIONS pvt. ltd. (INDIA)****Designation :** CUSTOMER RELATION ASSOCIATE **Period :** AUGUST 2012- MARCH 2013**Responsibilities:*** Driving action to achieve the objectives in each team's Key Client Plan
* Developing an understanding of the client’s business and strategy, key decision makers, competitor activity and making recommendations for action
* Monitoring and analysing key developments in the client’s business and communicating these within the team, identifying opportunities for new business
* Maintaining and regularly reviewing Key Client Plans, driving action and preparing for annual review with Client Review Group
* Coordinating and contributing to responses to formal and informal pitch opportunities
* Building own relationships with clients, acting as key point of contact where appropriate
* Coordinating the firmwide network of relationships / communications
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|  | **PERSONAL ATTRIBUTE:*** Effective Co-ordination & InteractivE
* Dedication and Application towards the organisation
* Eagerness to learn things
* Ability to perform under high pressure and deadlines
* Ability to work at different tasks at a time giving proper priority.
* Good at learning new things quickly.
* Experience of working in team as well as on independent basis.

**Declaration:** I HEREBY DECLARE THAT ALL INFORMATION MENTIONED ABOVE IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE**PLACE:** **DATE**: |