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| **CURRICULUM VITAE**  **MS. MARIA**  [**MARIA.336984@2freemail.com**](mailto: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 |
| **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. |
| **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**: |