**Resume**

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|  | Stella |

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|  | Stella.347449@2freemail.com  |

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**To,**

**The Human Resource Manager**

**Dear Sir/Madam,**

 **In an effort to seek long term career opportunities with an organization offering challenges, advancement and stability. I take immense pleasure to introduce myself with pertinent details of my qualification and experience.**

**A pleasant impressive individual with an analytical problem solving die hard attitude, who can communicate and deal well with people from all walks of life and skill levels.**

**My work experience equipped me with overall business development skills in any kind of organization and made me well versed with all the aspects of business but also polished my persuasive and communication abilities.**

**I have definite plans to successfully apply my long proven skills and abilities in your esteemed organization to enhance the business performance, if given an opportunity.**

**Hope to hear your positive response and please find my contact information below and on my attached resume.**

**CAREER OBJECTIVE**

I wish to apply my knowledge and experience in providing outstanding services

And grow in respective company . and enhance my skills

**STRENGTHS**

* Good Communication Skills
* Capable of working under pressure
* Capable of working under deadlines
* Innovative & open to new ideas

**PERSONAL DETAILS:**

Name : Stella Francis

 Date of Birth : Feb 28th1990.

 Marital Status : Married

**LINGUISTIC ABILITIES**

* English
* kannada
* Hindi
* Malayalam
* Tamil
* Telugu.

**INTERESTS**

Writing social awareness articles, poems, Gardening, Cooking.

**ACADEMIC QUALIFICATIONS**

* Bachelor of computer Application.
* Master of business Administration in HR

**COMPUTER KNOWLEDGE**

Bachelor in Computer Applications

**PROFESSIONAL EXPERIENCE**

1 . Organization: **TIMES INSTITUTE**

Designation: Admin cum consular

Duration of Work: 2012 October to 2013 dec

Description : Worked as admin in management scheduling all course batch in organization basically it's a front office work . Handle customers enquiry making admission .understanding customer requirement

During the time I worked with Times institutions I made sure along with my work I improve my personal skills as receptionist mainly my Communication​​,Multitasking,Prioritizing,Technical skills,Interpersonal skills,Initiative and problem-solving abilities,Dependability as per company polices

2 . Organization: **SHRISTI INFORMATIES**

Designation: Customer Service Associate

Duration of work: JAN 2014 to DEC 2015

Description : Worked with Australian Client , sales and training department

Prepares for customer inquiries by studying products, services, and customer service processes.

Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.

Records customer inquiries by documenting inquiry and response in customers' accounts.

Improves quality service by recommending improved processes; identifying new product and service applications.

Updates to senior as daily partices going on in organisation

Accomplishes customer service and organization mission by completing related results as needed.

3 Organization: **Blue Matrix**

Designation: CSA Customer Service Associate

Duration of work: Feb 2016- dec 2016

**Description :**

* Makes business development plans to call center companies
* Coordinates with call center companies in maintaining national standards for the BPO industry
* Reviews call center performances and provide necessary training to call center agents when solicited
* Communicates constantly with many BPO companies
* Does public relations functions in terms of customer concerns

**SKILLS**

* Skillful in developing strategies for innovative plans
* Having excellent communication skills, both oral and written
* Skillful in maintaining public relations with customers
* Having good working relationships with companies and third party agents
* Working with other employees and managers coordinating ideas

**CORRESPONDENCE**

Building No 20

Flat no 104

Near Karama center

UAE. (Dubai)