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**COLIN**

**COLIN.348915@2freemail.com**

Customer Services and Procurement Administrator.

**PERSONAL SUMMARY**

An experienced customer services executive with 5 years of invaluable experience working in the customer support & procurement department for leading American Clients. Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with customers.

**CAREER HISTORY**

**Lawrence Fernandes Consultant Service, Pune India**

Project Management Jan 2014– Dec 2016

Providing support, help and advice to Clients / Builders / Customers also providing support for the projects conducted by the company. Responsible for providing monthly financial and technical updates of any known issues/risks to Senior Manager.

***Duties:***

* Dealing with customer enquiries by telephone and email.
* Ensuring that customers problem is brought to a satisfactory conclusion.
* Preparing project initiation documentation.
* Responsible for ensuring best value is obtained for the project including supplier base.
* Writing detailed and summarized project progress reports &updating records.
* Identifying, costing and processing any contract variations.
* Monitoring actual expenditure figures against project budgets.
* Follow up to ensure resolution forany problems that arose.
* Handle complaints, provide appropriate solutions and alternatives within the time limits.
* Perform general accounting functions focused on audits and mandatory activities for management reviews.

**Hewlett Packard, Bangalore India**

Procurement Operations In charge Aug 2012 –Dec 2013

***Duties:***

* Reviewing and reconciling (verifying) Procurement card-Card transactions in a timely manner.
* When required (or requested) providing a business purpose for P-Card transactions.
* Approving Procurement -Card transactions made by Cardholders.
* Responding to departmental inquiries regarding Procurement -Card policies andprocedures.
* Managing and approving Procurement Card applications for new participants andmodifications to existing profiles
* Conducting regular reviews of Departmental P-Card program to ensurecompliance with policies and procedures

**24[7], Bangalore India**

Interactive Social Media Advisor Sept 2011 – June 2012

***Duties:***

* Ensuring to provide a high standard of customer service to clients.
* Contributed to and participated in team meetings and activities.
* Logged enquiries and resolutions on a database.
* Receiving incoming calls from customers in regards to renewing their product details
* Maximising every sales enquiry.
* Offer customers alternatives and up-selling.
* Ensuring all telephone calls is answered within a 15 second time frame.
* Using Word & Excel to create reports.

**KEY COMPETENCIES AND SKILLS**

***Professional***

* Understanding of and commitment to the implementation of equal opportunities.
* Developing customer service procedures, policies & standards.
* Extensive knowledge of call logging software.
* Experience of Microsoft software like Word, Excel and PowerPoint.
* Producing written information for customers and reports for managers.
* Making recommendations to senior managers to improving customer service.
* Able to train, monitor and supervise junior or new staff.

***Personal***

* A good level of written and verbal communication skills.
* Able to quickly gain extensive knowledge of a company products & services.
* Possessing a confident and good telephone manner.
* Experience of working shifts, early mornings, afternoons, weekends & nights.
* Adaptive to change and ability to multi-task.
* Able to work as part of a team and in a busy telephony environment.
* Committed to promoting high quality standards at all times.
* Able to react quickly and effectively when dealing with challenging situations.

**ACADEMIC QUALIFICATIONS**

Bachelor of Computer Application - 2011

*Anjuman Institute of Information Science & Management Dharwad- India*

Higher Secondary School Certificate - 2008

*Bangur IndependentUniversity- Dandeli - India*

Secondary School Certificate - 2005

*ST. Michael’s Convent -Dandeli – India*

**PERSONAL DETAILS**

Date of Birth: 1stSeptember 1989

Marital Status: Married

Languages Known: English, Hindi, Marathi and Konkani.

Nationality: Indian

Visa Visit Visa [Valid Till – 15th May 2017]