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| PERSONAL INFORMATION | **JYOTHI**  [**JYOTHI.349112@2freemail.com**](mailto:JYOTHI.349112@2freemail.com) |
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| Work Experience | Worked as **Counter Executive (Customer Service)** in **Blue Dart Express Limited / DHL** joint venture in Manipal, India for 6 years from 05-10-2010 to 30-10-2016.   * Address enquiries, book couriers based on walk-ins, categorize new customers and source new business with regular customers * Assess monthly / quarterly revenue sales targets. * Determine sales gap and valuate methods to achieve target. * Prioritize and execute tasks within the scheduled time limits * Handle day to day problems like delays, staffing shortage, etc. * Resolve pending issues and answer unattended customer queries * Prepare detailed reports for management. * Prioritize and execute tasks within the scheduled time limits * Update sales records and documentation logs of daily sales activities in accordance with company policy. * Handover the collected cash from the customers to the manager at the end of the shift * Contribute strategic information to the regional/national sales team including key results from previous calls, updates on current target accounts and a review of the following week’s key upcoming calls.   Worked as **office secretary** in **BSNL franchisee**, Udupi from October 2009 to June 2010  Worked as **office secretary** in **Trinity Industrial Training Centre**, Udupi from August 2008 to August 2009 |

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| EDUCATION |  |

* 2007

SECRETARIAL PRACTICE FROM TRINITY ITI, UDUPI.

* 2006

DIPLOMA IN COMPUTER APPLICATION FROM MANIPAL COMPUTER ACADEMY, MANIPAL.

* 2005

CLASS 12 (STREAM: COMMERCE) FROM SVS PRE UNIVERSITY COLLEGE, KATAPADY

* 2003

CLASS 10 FROM S.V.S. PRE UNIVERSITY COLLEGE, KATAPADY

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| PERSONAL SKILLS |  |

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| Communication skills | Excellent written and verbal communication skills in English. | |
| Organisational skills | Willingness to take responsibilities to achieve the target within the given scheduled time.  Hard working, diligence and honesty are my strength.  Ability to deal with people diplomatically, team facilitator and hard worker.  Quick learner and eagerness to explore and learn.  Above all self motivated ability to stay flexible and can work under pressure. | |
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I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

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