**Farzana**

**Farzana.349375@2freemail.com**

**CAREER OBJECTIVE:**

Looking to be part of an organization that gives me challenges and opportunity to learn and update my knowledge and skills, while contributing towards the growth of the organization. To work in the field of Finance Customer care, Sales & Marketing and to explore my experience with the best of my ability and drive toward high profitability & growth of the organization & groom myself to be a high class professional**.**

**STRENGTH:**

* Good Communication skills and Interpersonal skills.
* Good Analytical and Reasoning skills.
* Hard working, positive attitude.

**WORKING EXPERIENCE:**

1. **Insta Global Service PVt Ltd**

**Hyderabad, India**

**IT Process -Senior Executive March 2014 –November 2016**

**Job Profile:**

* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Attempting to resolve all enquires on first contact with the caller.
* Making sure that all telephone calls are answered promptly.Following up customers by calling them back.
* Research required information for callers using available resources.
* Essentially receiving up to 50 incoming calls from customers daily. Involved in processing orders, forms and applications.
* Accurately recording details of calls and issues on logging software Having a professional and courteous manner at all times.
* Identifying and escalating priority issues or customer complaints.
* Sending emails to clients answering their enquiries.Taking ownership on all calls and queries answered.
* Resolve customers&#39; service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
* Check to ensure that appropriate changes were made to resolve customers&#39; problems.
* Contact customers in order to respond to inquiries or to notify them of claim investigation results and any plannedadjustments.
* Refer unresolved customer grievances to designated departments for further investigation.
* Determining the cause of the problem; selecting and explaining the best solution to solve the problem.
* Expediting correction or adjustment; following up to ensure resolution.
* Handling Team of 16 members, giving trainings and Coaching New Bee’s.
* Recruitment – Conducting first round of interview (PIR)
1. **Sutherland Global Service(Uber Process)Hyderabad, India**

 **Sales Service Jan 2013 – February2014**

**Job Profile**

* Responsible for the overall achievement of the sales targets set by the management.
* Developing and maintaining a database of prospective clients.
* Provide call reports to the management on a regular basis.
* Identifying business opportunities by listing new companies.
* Participating in sales promotions held at Shopper Stop, Life Style & MNC companies.
* Developed strong relationships with installed base of customers for on-going business. Ensure a high satisfaction rating with the installed customer base by regular contact and anticipation of any problem.
* Prepared proposals and presentations for the clients as per ongoing policies and marketing promotions proposed by the bank.
* Being interactive and sensitive to the needs of the sales team in terms of handling quarries’ providing feedback and striking a balance between risk, controls and service.
* Updating customer about status of application.
* Planning and implementation of strategic sales plan

**ACHIEVEMENTS:**

* Top Performer among the team for several times.
* Received cash prize award & Movie tickets
* Expanded sales not only Top listed Companies, but also Mass Market & Self Employed surrogates.

**EDUCATIONAL QUALIFICATIONS**

 **Bachelor of Science**

 All India Institute of Science & Research Hyderabad, India.

 **Intermediate**

 Gowtham Junior College Hyderabad, India.

 **S.S.C**

 Azra Public high School, Hyderabad, India.

**DIPLOMAS:**

Diploma in Computer Application and Multilingual D.T.P

QSM INSTITUTE

(Government of India) Hyderabad.

**PERSONAL INFORMATION:**

**Personal Profile**

Date of Birth : 19-05-1984

Marital status : Married

Nationality : Indian

Visa Status : Tourist Visa (valid till 15th April 2017)

**Sports / interest: Swimming**, Music, Bowling, Reading books, meeting, exchanging ideas & views with all kinds of people across the globe