**RESUME**

**RAJALAKSHMI**

**E-mail:** [rajalakshmi.350960@2freemail.com](mailto:rajalakshmi.350960@2freemail.com)

**OBJECTIVE**:

To become a result oriented professional by utilizing the opportunities, to obtain a better challenging and responsible position in the field that offers professional growth oriented organization, which gives me an opportunity to explore and enhance my skills for the success of organization and objectives by putting my efforts to the organization

**Education:**

* **B.COM**. from SJR COLLEGE affiliated for Bangalore University, in the year of 2007.
* Completed P.U.C from Govt Pre-University College for Girls, Bangalore in the year of 2004.
* Completed **S.S.L.C** from Isaac Newton English Medium School, Bangalore in the year of 2001.

**PERSONAL SKILLS:**

* Comprehensive problem solving abilities
* Ability to deal with people diplomatically
* Well knowledge in customer service and administration.

**WORKING EXPERIENCE:**

**First Gulf Bank**  from Sept 2014 to Oct 2016) worked as **“Telesales Executive”** for **Credit cards (**Core product**)**

* Meeting every month target (**PRODUCT: BALANCE TRANSFER, QUICK CASH**)
* Contacting existing banking customer from the assigned data provided by bank
* Well knowledge of personal banking products with financial system
* Also Meeting the cross sell targets ( Easy Installment plan , credit shield ,Activation of cards, standing instruction, Deferment payment, supplementary credit cards )
* Best service to banking customers for all products as per the customer’s requirement ,
* Providing limit increase on credit cards/ flexi loan as per the eligibility
* Bring new customers to bank and Generating new leads from the existing customer and forward to the concern team ( to credit cards , auto loan , personal loan and bankassurance)

Worked as a “**Customer Service Executive**” in **Vodafone India limited, TRICHY**

From May **2011 to July 2012.**

* Handling the walking customer in the showroom for general enquires.
* Meeting the customer’s requirements.
* Prepaid and postpaid sales for walking customer.

Worked as a “Office **Administrator**’’ in **Eloquent Organization**,

Leading NGO Company in Bangalore, from August 2007 to Sep 2008.

* Co-ordination with Clients / vendors
* Attending Kick-Off Meetings (Internal & External )
* Checking the adequacy of the inputs from the customer
* Act as first point of contact of management fielding calls and emails,

ADDITIONAL SKILLS:

* Tally ERP 9
* Computer Skills [Ms-office]
* Human Resource Management [UGC Sponsored Course]
* Office Management [UGC Sponsored Course]

PERSONAL DETAILS:

Name: Rajalakshmi

Date of birth: 01.10.1985

Gender: Female

Nationality: Indian

Marital Status: Married

Languages known: English, Hindi, Malayalam, Kannada, Tamil, Telugu

Visa Status: Husband Sponsor Visa

I assure that the above furnished information is true to my knowledge and belief.

Date:

Place:

Signature:

**(RAJALAKSHMI)**