***Jennifer***



***Jennifer.361695@2freemail.com***

**An Overview**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I am a hardworking individual who is open minded and adaptable to change. With good communication skills, I am capable of working very well within a team as well as individually. Serious about job responsibilities, as a member of staff I am able to employ own initiatives to ensure tasks are completed whilst remaining friendly and an approachable member of the work force. I am confident, diligent and conscientious.

 **Academics**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Bachelors of Arts, Ed Mark Academy, Kathmandu, Nepal - 1st Year
* Foundation course for MBA -London College of Engineering and Management, Travels Tourism and Hospitality Management, EDXCEL LEVEL – 5 [2009]
* Higher Secondary, St. Mary’s High School, Nepal [2007]

 **Core Competencies**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Adaptable/Organized - Proactive
* Team Player/Leadership - Communication Skill
* Business Understanding - Client Service

 **Employment Recital**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Nov -14 as Customer Service Officer, Sybrid UAE (Al Mutatwir Customer Service)**

 Attend calls of customer calling to place an order in McDonalds and place their correct order

 Register new customer with their correct locations with the help of GRL

 Give an excellent customer service to retain the new and existing customers

 Follow the quality procedures to improve the call quality

 Abide by SOPs and DACs of the company

 Maintain KPI by all means as it reflects the performance on monthly basis

 Focus on every call to avoid complaints

 Update the product knowledge correctly

 Avoid misinterpreting information over the phone and misbehaving on the phone as it might jeopardize the name of the company and affect the PSM as well

**Team Captain, Sybrid UAE (Al Mutatwir Customer Service)**

* Lead the team given by the management
* Check on the performances of every team member
* Build up strategies to improve the performance of the team
* Create a power point presentation report for the team meeting every month
* Send weekly KPI excel report to the team and highlight things to improve on
* Find ways to motivate the team

**Complaint Management Team - Back Up, Sybrid UAE (Al Mutatwir Customer Service)**

* Handle complaint/queries of customer and give them a reasonable solution
* Coordinate with the stores regarding the complaints of customers
* Retain customers

**July-13 to September-2014, Lead Administrator/Broker Support with HLE Nepal *(sister company of Home Loan Experts, Australia)***

* Work closely with the Director, Assistant Manager and HR/Sales Manager of Australia
* Deliver high level of administration
* Distribute leads that came through website to the brokers in Australia using software Connective Mercury
* Generate and create sales report twice a week and monthly
* Audit all loan files monthly for compliance purposes
* Audit brokers on the basis of leads and sales and report to Broker Manager
* Send out customer satisfaction survey monthly and collect the report every month
* Update staff overtime report in Google Drive daily
* Tally and audit staff overtime for pay day on monthly basis
* Monitor attendance record of Australian staff and Nepal staff
* Provide customer assistance online through live chat
* Train new staffs for live chat and other marketing tasks
* Maintain and update manual of responsible tasks
* Forum management

**March’2012-June’ 2013as Admin cum Ticketing Officer with Nepal Mandala Travels Pvt. Ltd**

* Handle walk in inquiry, phone inquiry and email inquiry efficiently. Correspond with clients through emails, phone calls or in person, fulfilling their needs for any kind of travel.
* Correspond with clients in such a way that it does not only becomes a sale but a repeat customer or who will be able to refer us to other people they know.
* Be updated with any kind of rate changes in the market (air tickets, hotels or vehicle).
* Build good relation with suppliers.
* Create report for every sale.
* Manage inquiry in a data. Check and update accounts.
* Learn new strategies to fulfill a sale.
* Timely response to every inquiry.
* Learn to use different system for air ticketing, in particular used Amadeus software for ticketing purpose.

**July’ 2011-March’2012as Customer Support with Serving Minds Pvt. Ltd. Kathmandu, Nepal**

* Resolve product or service problems by clarifying the customer's complaint; 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.
* Attract potential customers by answering product and service questions; suggesting information about other products and services.
* Handling customer’s emails, updating call records in database, call transfers and most importantly getting the work done in time as requested by the customer.
* Prepare product or service reports by collecting and analyzing customer information.
* Contribute to team effort by accomplishing related results as needed.

**May 2010-May 2011 as Crew Team Leader with McDonalds, London, UK**

* Quick and effective service to the customers maintaining high standards of quality.
* Run the given crew and shift. Assign duties, responsibilities, and work stations to employees in accordance with work requirements.

**Trainings/Skills**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Communication Skill
* Interpersonal Skill
* Windows and Internet Applications
* MS-Office Package

**Personal Details**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Nationality Nepalese
* Languages English, Urdu, Hindi and Nepali.
* Visa Status Company Visa