

CASSANDRA

Email:

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# CAREER OBJECTIVE

To obtain a suitable position in an esteemed organization that will provide an opportunity to utilize my potential and capabilities to the maximum, resulting in job satisfaction and achievement of company goals.

# PROFILE

* Detail-oriented, organized and efficient, skilled at identifying tasks to facilitate timely and cost-effective completion.
* Quick learner with a positive attitude and strong interpersonal and organizational skills.
* Professional, proactive and well-spoken with a strong focus on achieving goals.
* Resourceful in the completion of projects, effective at multi-tasking.
* Highly trustworthy, loyal, discreet and ethical.
* Self-motivated.

# WORK EXPERIENCE

**Self Employed(BPO)** April 2015 to December 2016

# KEY DUTIES AND RESPONSIBILITIES

* Maintaining database by entering, verifying, and backing up data.
* Convincing the customers to buy or retain products or services by giving product reference information.
* Advising on present or prospective customers on rotating basis; automatic dialing systems, and other telecommunications technologies.
* Completing the successful orders by recording names, addresses, and purchases; referring orders for filling.

**Infotronics Pvt Ltd. Chennai, India** April 2008 to April 2015

Worked for the ‘Customer Service - Australian Shift Telecommunication Department’ at the capacity of a Customer Service Representative/Call Centre Operator.

# AWARDS

* Best Performer of the year in Telemarketing 2014
* Best Performer of the month in surveys 2013
* Team Leader.

# KEY DUTIES AND RESPONSIBILITIES

* Supporting and monitoring relationships with the clients.
* Ensuring quality customer service provided at all times.
* Handling call enquiries with utmost proficiency and courtesy.
* Ensuring timely execution of all queries**/**complaints.
* Performing other related duties as required.
* Contributes to team effort by accomplishing related results as needed.

# ACADEMICS

 10th Standard : Anglo Indian Board

# SKILLS

* Excellent communication and written skills
* Quick learner
* Teamwork
* Multitask

# LANGUAGES SPOKEN

* English
* Tamil

# PERSONAL INFORMATION

Nationality : Indian

Gender : Female

Date of Birth : 27th Feb 1992

Hobbies/Interest : Reading/Social work/ Building communication.

Blood group : A1+ve

Reference : Available on request (UAE)

# DECLARATION

I hereby declare that the information given above is true. I would be grateful and faithful if offered the job.