KAVITHA

Email

Kavitha.364024@2freemail.com

Personal Details:

Date of Birth: 10.05.1979

Gender : Female

Blood Group : A+ve

Martial Status: Married

Nationality : Indian

Language: English

Malayalam

Hindi,Tamil

Date of Expiry: 05/06/2024

QUALIFICATION SUMMARY

Administrative support professional experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi task effectively.

EDUCATION QUALIFICATIONS

BBA (2004)

TECHINICAL SKILLS

• Has under gone training on Executive Development Program for Front Office Executive and Tele-Marketing on C-Dox system Pvt Ltd. Trivandrum.

COMPUTER KNOWLEDGE

* Dip in Computer Science ( Ms Office, DTP, Date Entry, Computer Hardware & Software)
* In-depth knowledge of Microsoft Office Suite and Internet Information Services, AS/400 & Navision.

AREA OF INTEREST

* To apply my comprehensive customer service skills in increasing the sales of the organization.
* To provide best customer service achieving customer satisfaction as well as organization goals.

WORK EXPERIENCE (11 YEARS )

* Working as Commercial Head in Derik Group of Company from 1 Dec 2015 till Continue.

• Worked As Admin Cum Senior Customer Relation Officer from 1st June 2013 to 25th Nov 2015 in KADA.IN Retail Online Grocery Store, Trivandrum

* Worked as HR Executive from 25th Feb 2011 to 10th May 2013 in MAKKI ABDUL AMEER GROUP TRADING & CONTRACTING, KUWAIT.
* Worked as Senior Customer Care Executive cum Team Leader from 1st Oct 2010 to 10th Feb 2011 in IDEA COMMUNICATION TRIVANDRUM.
* Worked as Distributed Customer Officer in Trivandrum from 1st Oct 2007 to 28th Sep 2008 & as BPO Executive in Chennai 1st Nov 2008 to 25th Sep 2010 in AMWAY INDIA ENTERPRISE.
* Worked as BPO Executive for 6 months & Team Leader from 1st Feb 2005 to 25th Sep 2007 in RELIANCE KNOWLEDGE CITY Navi Mumbai.
* Worked as BPO Training Executive in Magus Pvt Ltd Mumbai for 6 Months.

PROFFESSIONAL STRENGTHS

* Possess effective written and verbal communication skills.
* Ability to perform tasks independently as well as part of a team.
* Good motivator with excellent presentation skills.
* Ability to handle multiple tasks and solved customer queries efficiently.
* Possess excellent customer service skills.
* Goal oriented and ability to set goals as well as meeting objectives.
* Posses excellent monitoring and supervisory skills.
* Excellent administrative and organization skills.
* Highly initiative to manage a busy workload without close supervision.

DECLARATION

I do here by declare that all the information furnished above is true to the best of my knowledge and belief.

Date:

TRIVANDRUM