**Janice**

**Janice.364107@2freemail.com**

**CAREER SUMMARY**

A motivated, resilient and compellingly persuasive individual with 10+ years of experience who loves nothing more than helping customers resolve their problems or find things that they want. I am a service oriented professional who is very confident when handling enquiries, complaints, and communications. I am a team player, who is able to work to timely demands and effectively manage multiple workloads. I am looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the opportunity to do a great job, but will also support them in achieving their future ambitions.

# Areas of Expertise& Personal Skills

* Customer satisfaction
* Interpret customer feedback
* Managing customer data
* Customer solutions
* Customer rapport
* Resolving problems
* Excellent communicator
* Good problem solver / Attention to detail
* Honest & hardworking

# Professional Qualifications

* First Aid Qualified
* Diploma in Customer Service
* Diploma in Aviation, Hospitality & Travel Management

# Academic Qualifications

* Bachelor of Business Management, Apex Institute of Management, Mangalore, India
* Diploma in Aviation, Hospitality & Travel Management, Frankfinn Institute of Airhostess Training, Bangalore, India

# WORK EXPERIENCE

##### **Q5 Arch Engineering Consultancies**

**September 2015 – Present**

**Executive Secretary**

* Screen and direct calls and visitors.
* Handle confidential documents ensuring they remain secure.
* Maintained construction documentation, project plans and files.
* Initiate relevant action such as replying to requests by sending a form letter/e-mail, arranging meetings or compiling recurring reports.
* Maintain company database of projects.
* Maintaining expense report, employees file, annual/absence leave template, payment request template.
* Process and follow up with employee insurance, trade license renewal, company establishment card.
* Petty cash process for paying/recording transactions and manage payroll of all the employees.
* Filing – payment vouchers, receipt vouchers, invoices, company documents, records, reports and quotations.

**Le Royal Meridien Beach Resort & Spa (Starwood properties), Dubai April 2010 - August 2015**

**Customer Support**

* To provide prompt, efficient and professional service for guest, making sure of meeting guest’s requirement.
* Ensuring the team stay motivated to complete their day to day task.
* Conducting one-on-ones and performing development plans, attrition management and absenteeism management.
* Mentoring the new trainees with their job tasks and monitoring their calls.
* Scheduling the rosters and providing feedbacks.
* Maintaining weekly status report and a daily productivity report.
* Providing hospitality solutions and relationship management with customers.
* Dealing efficiently with queries and complaints from customers
* To respond and ensure the safety of staff/ guest and property of the hotel.
* To ensure that the request of the guest will be delivered fast and accurate.
* To have right attitude and a professional approach towards all our guests.
* Monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.

# Accenture PVT Ltd, Bangalore, India Feb 2007- Mar 2010

**Customer Manager**

* Providing advice on making a claim and the processes involved;
* Processing new insurance claims notifications;
* Collecting accurate information and documents to proceed with a claim;
* Analyzing a claim made by a policymaker;
* Guiding policyholders on how to proceed with the claim;
* Contacting trades people from a network of approved professionals and arranging for them to make repairs on the policyholder's vehicle;
* Monitoring the progress of a claim;
* Investigating potentially fraudulent claims;
* Identifying reasons why full payment may not be made;
* Ensuring fair settlement of a valid claim;
* Building relationships with loss adjusters, forensic accountants and solicitors, as well as other legal/claims professionals;
* Ensuring the customer is treated fairly and that the customer receives excellent service in accordance with industry and company guidelines;
* Handling any complaints associated with a claim;

# Personal Details

Date of Birth: Aug 11, 1988 Marital Status: Married

Visa Type: Residence Visa

Interests: Music, Cooking, Dancing & Travelling Languages: English, Hindi, Konkani, Tulu & Kannada.