**RESUME**……………………..

****

 **Jyoti**

**Jyoti.365772@2freemail.com**

**Objectives:**

To be in professional organization and work in challenging environment which offers an opportunity to grow, develop and contribute to the growth of the organization.

I am confident that my combined education, interpersonal and excellent skills have greatly prepared me for making a positive contribution to any organization.

**Strengths & Skills:**

* Hard working & result oriented with good organizational and interpersonal skills
* Disciplined & fast learner
* Polite & excellent telephone manner
* Can work very efficiently in any business environment
* Ability to work independently or as an essential part of a team to accomplish goals.
* Strong communication skills with people of all levels and roles

**KEY SKILLS:**

Perfect & advance knowledge of MS Windows, MS Word, MS Excel, MS Power Point, MS Outlook. Internet Browsing and E-mail.

Having a good typing speed in English.

# EDUCATIONAL QUALIFICATION:

* Bachelor of Commerce, 2006

M.D.S.UniversityAjmer, India

* M.com first year

M.D.S.UniversityAjmer, India

**WORK EXPERIENCE:**

**Company: Emirates NBD (Outsourcing Company – Hadaf Al Khaleej Management Consultancy)**

**Position: Telesales Executive**

**Duration: February 2015 to December 2016**

* Maintaining a database for all the customers in various listed companies of the bank.
* Maintain specified numbers of direct calls, contacts and references on a daily basis.
* Approaching high net worth clients and offering credit cards explaining to them the features and types of advantages in the same.
* Encourage prospects to receive information and answer questions.
* Knowledge of MIS (Management Information System) and Coordination with the Credit Department.
* Received a certificate for attending retail banking examination.
* The Job required periodic consolidation of client’s satisfaction level with respect to service provided over the telephone line. There was constant learning regarding new products & services being offered by the bank, as the same needed to be explained to customers-offering solutions that would serve their needs

**Company: Toshiniwal and sons (India)**

**Position: Front Desk Officer cum Customer Representative**

**Duration: September 2013 to December 2014**

* Great all Guests at all the time in a friendly and helpful manner, and attempt to learn and use Guest’s names at every opportunity..
* Attending all the incoming calls, responding to them and transferring the call to the appropriate department.
* Responsible for maintenance of important documents, files and records in an organized manner..
* responsible for providing assistance to the heads in the administration department.
* Responsible for training of new employees who joined the Organization.
* responsible for supervising the housekeeping department and ensuring that all the items are there in the stock..
* responsible for adhering to all the safety procedures and keeping the management informed about any kind of unsafe situation..
* responsible for conferring and coordinating with other departments.

**Company: EMPOST (Abu Dhabi)**

**Position: Customer Service Representative**

**Duration: November 2012 to July 2013**

* Entering all the data’s in the system.
* Calling all the customers and handling all the incoming calls for all the queries
* Handling all the shipment
* Doing all the admin related jobs
* Handling all the correspondence
* Customer service

**Company: Rudraksh Finance, Ajmer (Finance Agency for HDFC, Citi Finance, Chola DBS &Barclays)**

**Position: Customer Service Representative cum Coordinator**

**Duration: July November 2009 to August 2012**

* Introducing new customers to company with the assurance to provide them maximum facilities up to their expectations.
* Persuading customers to avail my company’s offers regarding personal loans, home loan etc
* Providing comprehensive knowledge & guide line to customers enabling them to understand the positive and useful aspects of our services.
* Maintaining a database for all the customers in various listed companies of the bank
* Answering telephone calls
* Maintaining diaries and Booking Appointments.
* Handling all the incoming and Outgoing Calls.
* Organizing and Scheduling meetings (preparing agendas and taking minutes)
* managing databases
* prioritizing workloads
* Recruiting, training and supervising juniors.
* Handling correspondence & new procedures and administrative systems
* Liaising with relevant organization
* Typing documents and letter and Preparing the Memos.

**LANGUAGE SKILLS:**

Perfect command of spoken English, Hindi, and Sindhi.

**PERSONAL DATA:**

 Nationality: Indian

 Visa Status: Husband’s Sponsorship

 Marital status: Married.