**CURRICULUM VITAE**



**Shiny**

[**Shiny.366827@2freemail.com**](mailto:Shiny.366827@2freemail.com)

**Career Objective**

To seek a challenging and interesting job that encourages creativity and provides exposure to new technologies to achieve professional and personal growth along with the organization.

**Professional Experience**

**Ourshopee Co. Dubai -** Working as receptionist from October 2015 to February 2017

* Dealing with calls in a highly professional manner.
* Handling complaints in an efficient and diplomatic way.
* Accurately updating customer records with information.
* Quickly understanding a callers point of view and to empathize with them.
* Able to respond and adapt to the needs of all customers and queries.
* Fully aware of all laws & regulations regarding data protection.
* Quickly processing information.

**Arrow Showroom, Mangalore -** Worked as a Customer service representative and Cashier - July 2014 to November 2014

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Greet customers entering establishments.
* Maintain clean and orderly checkout areas.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.

**Fastrack Showroom, Mangalore -** Worked as a Customer service representative and Cashier - Aug 2013 to April 2014

* Greeting the customers entering into showroom
* Handling all the cash transaction of showroom and maintaining daily cash accounts
* Receive payment by cash, cheque, and credit card.
* Maintain clean and orderly checkout areas.
* Guiding and solving queries of customer.

**Mphasis at HP Co. Mangalore -** Worked as a KNE, Call center Assistant- May 2012 to Mar 2013

* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
* Maintains call center database by entering information.
* Keeps equipment operational by following established procedures.

**Strength**:

* Strong organizational, administrative and analytical skills.
* Ability to multi task and manage conflicting demands.
* Sincere and hard working with a high level of integrity.
* Ability to work independently and under occasional stressful conditions while meeting deadlines.

**Educational Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examination** | **Board/University** | **College/Institution** | **Year of Passing** |
| PUC | Mangalore University | Crossland college | 2006-2008 |
| Airport ground staff, First Aid | Mangalore university | Frankfin Air Hostess training | 2012 |

**Computer Skills**

Tally, Galileo, MS outlook, Microsoft Office, MS Power Point,

**Personal Details**

* Date of Birth 23rd Sep 1990
* Nationality Indian
* Visa Status Visit Visa
* Languages English, Hindi, Kannada, Konkani

**Reference – To be advised on request**

I hereby declare that the particulars given above are true to the best of my knowledge and belief.