sajan

**Email:**  [sajan.368412@2freemail.com](mailto:sajan.368412@2freemail.com)

**Career** **objective**

*To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.*

**PROFILE**

* Dynamic professional offering 8 years of service in Customer service, Administration and operations management with a degree in Commerce with computer application.
* Effective communicator with strong problem-resolution and presentation skills, as well as excellent organizational and administration skills, with experience in dealing with customers and high level workloads within strict deadlines.
* Focused and hardworking, self-motivated and team oriented, willing to go extra mile, effective team player and leader with excellent communication and inter-personal skills.

**Key competencies**

**Customer service-Duties**

* Ensure continuous interaction with the customer to make sure that areas of concern can be worked upon for improved service levels.
* Provide customer service in order to increase client satisfaction, encourage program growth and facilitate new business inflow.
* Monitor client relationship and program performance to meet and exceed client specifications.
* Present reviews periodically to client and arrive on action plans on AOI’s
* Assist in resolving any administrative problems
* Answer calls from customers regarding their inquiries
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**Sales and Marketing-Duties Performed-**

* Answering calls and e-mails and providing details of the available properties for sale/lease
* Accompanying visitors to the site and explaining the specifications of the property
* Proofreading and finalizing content of brochures, websites, and other marketing materials
* Communicating with the bank representatives and discussing loan options according to the client's budget.
* Keeping track of construction and informing clients about the possession date
* Preparing sales and revenue reports and providing the same to the area property manager
* Consulted clients and helped them choose the best option from the available alternatives according to their requirements and budget
* Advertised about vacant properties and answered all queries of callers
* Preparing all official records including sales and revenue reports for the department
* Preparing tenancy and sales documents as per attorney's advice.

**PRoFESSIONAL EXPERIENCE**

* **Senior Marketing officer Skyline builders** in Kannur Branch in Kerala from **05th august2015-03rd February 2017**
* **Agency Manager at SBI Life Co. Ltd** in Kanhangad Branch in Kerala from **22ndSept2014-05th February 2015**
* **Team Manager-Customer Service Operations** **Tata Sky Process (Leading DTH in India)** in **Tata Business Support Services Ltd** from **May 21th 2012** – **31st July 2014.**
* **Team Leader for Customer service and Administration- Tata Sky Process (Leading DTH in India)** in **Tata Business Support Services Ltd** from **June 20th 2010 to May 21th 2012**
* Worked as a **Customer** **Care Executive (Tech Support - Leading DTH in India )** From **19th 2006 to June 20th 2010** for **Tata Sky Process (Leading DTH in India)** in **Tata Business Support Services Ltd.**
* Worked as **Tutor in C-Dit CEP Computers** in Trikaripur (Kasaragod - Kerala) from **Aug ’04 to July ’05.**

**EDUCATIONAL & PROFESSIONAL CREDENTIALS**

* **Bachelor Degree in Commerce and Computer Science** from Calicut university.
* **Computer Skills** Windows OS, MS Office, Internet and Email Applications, MS-Outlook.
* **Interests:** Music ,internet, Games and Movies.

### DECLARATION

**I** hereby declare that the above mentioned information are true to best of my knowledge and belief and if I am given an opportunity I will do my best to work for the progression of your esteemed firm by honest and committed service.

Place:Sharjah **Sajan**

Date: