

**Angeleena**

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**Career Objective​:**

With my zest for learning and gaining all the experience I can, I look forward to work in a reputed organization and use my knowledge and skills to enhance the organisations reputation and justify my role within the organization.

**Employment History​:**

1. **KNK Ship Management**

**6 months​**(October 15, 2016 - April 25, 2017)

**Front Office Executive cum Hr Co-ordinator:**

* 1. Front Desk Executive:

Key Responsibilities:

* + Greeting and welcoming the visitors, managers, candidates coming in for interviews,
  + Guiding visitors to enter their accurate details into the logbook for further office records
  + Attending to the queries of the callers politely with accurate information
  + Maintain front office area by organizing the desk and visitor lobby.
  + Keeping the required stationery available at the desk at the time of need.
  + Transferring the calls to the concerned departments as per their requirement.

1. Human Resource Coordinator:

Key Responsibilities:

* Being aware of Company policies and regulations and informing the staff through memos.
* Managing the daily attendance to the staff, check their Time-in records and mark them as late as per their schedule, Keep records of their leaves as well.
* Keep a record of total count of the staff daily.
* Handover Appointment and Experience Letters at the right time.
* Looking after the attendance and leave records and informing staff to maintain punctuality.
* Operating on the software ESSL, verifying overall staff attendance.

II. **Shelters Unlimited- Estate & Property Developers:**

**5.2yrs​**(January 2011 – March 2016 ( 5.2 yrs)

1. Customer Service Agent:

**​**Key responsibilities:

* + - * Answer calls and assist customers by answering their questions and or referring the callers to a proper source.
    - Take messages and forward to employee voicemail.
    - Distribute and collect incoming and process outgoing mail.
    - Assist in implementing property activities, internal and external contacts with executives, managers, other employees and customers mainly to assist with information exchange, problems and requests.
    - Assist in daily business of managers, which includes general office work, answering customer queries and resolving, sorting and distributing mails.
    - Educate customers on the new schemes and take it further with the customers satisfaction and consent.
    - Schedule meetings, conference calls and appointments with customers.
    - Prepare maintain and distribute activity and event lists.

1. **Just Dial India Pvt. Ltd – Mumbai, India**
   1. **yrs ( ​*August 2004 – October 2009)***
      * ***Information Retrieval Officer (IRO) – 3.10 yrs***
      * ***Floor Leader - 1.4 yrs***
   2. **Information Retrieval Officer (IRO)​:**

***Key responsibilities:***

* + - * Responsible for inbound calls and business appointments
      * Educate customers on the available ad promotions to further enhance their business.
      * Correspondence via phone and e-mail between departments and with clientele
      * Conduct cold calls regarding the feedback of the cliental
      * Making appropriate decisions and tracking team calls.

1. **Floor Leader​:**

***Key responsibilities:***

Manage the routine office management functions, deal with clients and visitors and maintain corporate relations and provide support to the management on executive level

Preparing daily, weekly and monthly (MIS / Trunk) reports

* Track hourly success, abandoned and landed calls
* Highlighting and implementing new company procedures and policies, facilitate quick and efficient service to the concerned assigned department.
  + Correspondence via phone and e-mail between departments and with clientele
  + Establish and maintain various filling or record management systems
  + Conduct cold calls regarding the feedback of the cliental
  + Manage team schedule, handle team comp-offs and leave roasters
  + Providing support to sales team in cases of queries and information required
  + Updating the Sales Team with Memos issued with regards to changes in operational procedures.



**Educational Qualification​:**

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| **●** | **Bachelor in Arts** | **2004** |
|  | Specialization​:Sociology |  |
|  | Course Centre​:S.N.D.T. University – Mumbai, India |  |
| **●** | **Junior College - Commerce (Accounts / Marketing)** | **2001** |
|  | Academic Centre​:St. Anne’s Junior College - Mumbai, India |  |

* **Maharashtra State Board of Secondary and Higher Secondary Education**

**1999**

Academic Centre​:Carmel of St. Joseph’s School- Mumbai, India



**Digital Competencies​:**

* Microsoft Office ( Word, Excel & PowerPoint)
* NIIT Swift Computer Course (Basic)
* Internet (Researching and Browsing)

**Accreditation:**

● Certificate of International American Affiliate of Montessori Teacher Training Course (1 Year).

* Certificate of achievement for completion of 120 hrs of National Social Service (N.S.S.) Activity
* Certificate holder for intercollegiate singing competition held at S.N.D.T University (Churchgate - HQ) in connection with the English Association in the year 2003
* Certificate of Social Service for raising funds for ‘The Indian National Foundation For The Blind’

