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| unnamed**DIVYA****DIVYA.368586@2freemail.com****EDUCATIONAL DETAILS :**1. S.S.L.C (2000)
2. PLUS Two (commerce & computer Science 2002)
3. Graduate (2005)
4. M.B.A.(HR& FINANCE 2008)

**Technical Skills*** D.C.A
* C++ Language
* **SAP . FICO**

**KEY SKILLS:-*** Strong analytical & organizational skills
* Excellent Interpersonal skills, phone manner & office etiquette
* Competitative: Goal & profit motive.
* Warm & friendly personality.
* Listening skills
* Patience and a calm manner
* Ability to relate to a wide range of people

**Languages Known :** English , Hindi , Malayalam , Tamil.Hobbies: listening music, reading books, writing. |   **CURRICULAM VITAE** =============================================================**CAREER OBJECTIVES:-**To Secure a suitable and challenging position in a reputed organisation to put into effective use of my potential, what I have learnt from my formal education and previous work experience to the benefit of my employer. **PROFESSIONAL EXPERIENCE:** 1. Company Name **: DLF HOMES** **& Developers**

 : Kakkanad, Cochin, Kerala, India**.**  Job Designations  **:** **CUSTOMER RELATION MANAGER/PRO**  Duration : (Feb 2015 - April 2016)  Duties & Responsibilities:* Handling face-to-face enquiries from customers.
* Communicating courteously with customers by telephone, email, letter and face to face; utilize social media to respond to customer complaints and praise.
* Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants.
* Keeping accurate records of discussions or correspondence with customers.
* Writing reports analyzing the customer service.
* Developing feedback or complaints procedures for customers to use.
* Achieving maximum Sales Target.

====================================================1. Company Name : **Revenue Department** ,

 : 1.s.press club Road COCHIN.Job Designations : **ADMINISTRATIVE CLERK(Accounts section)**Duration : ( April 2010 - Dec 2014)Duties & Responsibilities:* Enters and retrieves data on computer terminals.
* Types documents.
* Sets up and maintains records and files.
* Searches files for information.
* Answers phone, transfers calls and takes messages.
* Performs records management by filing documents in hardcopy and electronic formats.
* Performs other duties that may be assigned from time to time.
1. Company Name: **State Bank of India, Nadakkavu. Calicut.**

Job Designations : **Back office Work (Credit Card Section)** Durations : (Oct 2009 - Mar 2010)Duties & Responsibilities:* Answer all the calls routed and transfer them to the appropriate staff and members.
* Distribute delivery packages and maintain all the records related to credit cards.
* Perform some normal clerical duties such as faxing, reviewing, emailing and editing of some important documents and most importantly keeping all the records intact.
* Monitor the usage of the equipments and ensure that everything is working in its perfect manner.

=======================================================1. Company Name : **FURBANS EXPORTING & IMPORTING PVT.Ltd** KINFRA , KAKKENCHERY , CALICUT

Job designations : **ADMINISTRATIVE ASSISTANT**Duration : (March 2008- Aug 2009) Duties & Responsibilities: Answer telephone, screen and direct calls.Provide information to callers.Deal with queries from the visitors and employees.General administrative and clerical support.Prepare letters and documents.Receive and sort mail and deliveries.Schedule appointments.Organize meetings.**DECLARATION**I hereby declare that, the above mentioned details are best of my knowledge and belief. |