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| unnamed  **DIVYA**  [**DIVYA.368586@2freemail.com**](mailto: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. |