

**GEETHA**

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**Summary**

**I have completed my MBA in Xavier Institute of Business Management. I Have 7+ years of experience in Tele caller for Bank and Telecom organization in India I also have an experience in Administration for Export & Import. I have experience of interacting people from different parts of India & other country like UAE, Singapore, Japan, Sri lanka & Hongkong. I have fluent with these Indian spoken languages Hindi, English, Tamil and Marathi. Customer Services Representative with experience in Customer Care industry. Provisioning of accurate and precise information about products and services, value added services, packages, and ongoing promotional activities to the caller / customer / taking all possible measures to timely resolve customer query and processing them in accordance with company established procedures and policies.**

**Objectives**

**A sales position in which I can make a significant contribution to an employer through an increase in sales volume and profit also effectively demonstrate my interpersonal communication skills in a professional environment with opportunity for growth and Advancement.**

**Work Experience:**

1. **Manager Cum Administrator**

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| **Company** | **:** | **Wingrow General Trading FZE** | |
| **Location** | **:** | **Dubai (UAE)** | |
| **Designation** | **:** | **Manager** | |
| **Period** | **: Aug 2015 to Dec 2016** | | |

**Job Description**

**Manage retail office.**

**Handling Company Accounts. Making invoice & Contract.**

**Meeting Customer for business development.**

**Calls to customer for payment, order & confirmation.**

1. **Customer Support Executive**

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| **Company** | **: Keyence India Pvt Ltd** | | |
| **Location** | **:** | **Chennai (India)** | |
| **Designation** | **:** | **Customer Support** | |
| **Period** | **:** | **February 2013 - July 2015** | |

**Job Description**

**Generating new leads.**

**Calling for payment & Document collection Clearing Customer enquiries.**

**Arranging Stock Room.**

**Coordinating with Sales Engineer for the installation.**

1. **Team Leader**

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| **Company** | **:** | **Reliance Communication** |
| **Location** | **:** | **Chennai (India)** |
| **Designation** | **:** | **Team Leader** |
| **Period** | **:** | **June 2011 - February 2013** |

**Job Description:**

**Managing the company & staff. Creating new leads.**

**Customer support.**

**Selling the Sim card, postpaid connection & broadband.**

1. **Customer Support**

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| **Company** | **:** | **Shakthi Associate PVT LTD** |
| **Location** | **:** | **Chennai (India)** |
| **Designation** | **:** | **Customer Support** |
| **Period** | **:** | **January 2010 - June 2011** |

**Job Description:**

**Collection process in HDFC, ICICI & BAJAJ Bank.**

**Collecting outstanding payment for credit card & loan . Arranging pickup for collection.**

**Educational Qualification:**

**Completed High School In 2010 - Mumbai, India.**

**Completed Advance Diploma In Business Management in 2012 - Bangalore MBA in Customer Relationship Management in 2015 - Bangalore**

**Primary Skills:**

**Good knowledge over inbound & Outbound calls Excellent Sales & Collection Knowledge**

**Exceptionally good communication skills both verbally and written**

**System Proficiency:**

**Office Tools : MS Office 2007, 2010,2016**

**Certificate:**

**Best Tele caller certificate from Reliance communication**

**Accomplishments:**

**Reading Good story books Listening melody songs.**

**Yoga & Meditation. Watching Movie**

**Painting**

**Personal Details:**

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| **Father Name** |  | **:** | **Chidambaram Pillai** |
|  | |  |  |
| **Nationality** | | **:** | **Indian** |
| **Religion** | | **:** | **Hindu** |
| **Gender** | | **:** | **Female** |
| **Marital Status** | | **:** | **Single** |
| **Languages Known** | | **:** | **Tamil, Hindi, Marathi, and English.** |
| **Current Salary** | | **:** | **4000AED** |
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| **Passport Validity** | | **:** | **April 2024** |
| **Visa Type** | | **:** | **3 month Visit Visa** |

**Date:**