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 :**ARATHY** **ARATHY.371595@2freemail.com**Personal Data:Date of Birth **:**27/12/1989Gender **:** FemaleMarital Status**:** SingleNationality **:** IndianReligion **:** Hindu**Languages Known:**English, Hindi, Malayalam**Personal Strengths:*** Good understanding and quick learning ability.
* Excellent communication skills.
* Team leadership.
* Ability to work in a team.
* Well prepared to adapt to difficult situations.
* Willing to work hard and grow continuously.
* Dedication and selfless sincerity towards work
* Problem-solving capability
 | Career Objective:* To pursue a successful, challenging & exciting career while being able to dispense my maximum potential to the benefit of the organization and, at the same time, acquiring knowledge on the road to success.
* To utilize my abilities and knowledge to increase my productivity through innovation.

Summary:* Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

ACADEMICS:

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| **Course** | **Year of Completion** | **Institution** | **Percentage** |
| Higher secondary education | 2008 | ST Thomas college, Ernakulam | 52% |
| SeniorSecondary education |  2005 | Deepa College, Thoppumpady, Ernakulam | 50% |

 Skills :* Attending calls Inbound and outbound
* Chat and Email Support
* Good in data entry and typing
* Verbal and written communication skills
* Listening skills

Experience :* Worked in “JRG Securities Ltd”as Customer Service Executive, Kaloor, Kerala from 18th July 2009 to 31st Jan 2011
* Worked with “Sutherland Global Pvt Ltd” as Senior Consultant, CSEZ- Kakkanad, Ernakulam, Kerala from 3rd Sep 2015 to 16th May 2017.

JOB RESPONSIBILITIES:* Handle customer inquiries both telephonically and by Email.
* Provide Market Research required information using available resources also process orders as per customer requirement.
* Manage and resolve customer complaints & provide customers with product and service information.
* Follow up customer calls where necessary.
* Document all call information according to standard operating procedures, complete call logs & prepare Call report at the end of the day.
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|  | Declaration :   I hereby declare that the above information is true and correct to the best of my knowledge.  |