**VINITHA**

**VINITHA.373415@2freemail.com**

**CAREER OBJECTIVE**

Seeking a senior level opportunity in **Administration** / **Customer Service** / **Sales team Support**

**EXECUTIVE SYNOPSIS**

* Motivated, results-driven **Administrative & Customer Service** professional, **More than 9+years of experience** in **India & Dubai** in Office Administration / Customer service / Assisted Sales / Purchase / Team Training / Admission Counselor and Sales Accounts management.
* Exceptional proficiency in handling Office Administration and Customer service queries.
* Ability to develop brand identity through creative and innovative input.
* A resourceful decision-maker that combines strong leadership organizational skills and marketing support.
* Dedicated, hard working individual with the interpersonal and communications skills to work at all levels of the organization.
* Systematic, analytic with solid management knowledge and adaptable in multi-cultural atmosphere.
* Energetic and enthusiastic with disciplined and refined manners
* Skilful in diagnosing, understanding and handling clientele needs and highly efficient planner.
* Proper office management & functioning.
* Provide general administrative and clerical support

**ACQUIRED BUSINESS SKILLS**

* Great Listener **Good communication skills**
* **Secretary ship** Good customer Service skills
* Excellent Sales Support skills **Being Patient & Attentive**
* **Team and Time Management**  Strong Administrative skills
* Organizational skills **Strong inter personnel skills**
* **Client follow-up skills**  Leadership Qualities

**PROFESSIONAL EXPERIENCE**

**CADD EMIRATES COMPUTER TRADING LLC , Dubai, UAE**

**Senior Sales Coordinator July 2016 - Present**

**Key Roles & Responsibilities**

* Assist in the preparation and organizing of data’s and client emails.
* Respond to enquiries from customers and propose quotation with enquired product.
* Handling corporate accounts like **ENOC** / **AL SHAYA** / **NAKHEEL** / **DUBAI** **DRY DOCKS** / **SAIPEM** / **DUBAI DUTY FREE** / **WORLD FOOD PROGRAM**
* Inform clients of unforeseen delays or problems with the deliveries.
* To deal with vendors/service providers like suppliers.
* Store all data’s accurately and submit report to the Director.
* Negotiating prices with the suppliers for the enquired product.
* Handle and processing of all Purchase orders with accuracy and timeliness.

 **Adaptavant Technology Solutions Pvt Ltd, Chennai, INDIA**

 **Sr. Business Analyst for US clients from October 2011 - March 2016**

**Key Roles & Responsibilities**

* Creating inbound call scripting for products such as medicine, clinics, automobile, and hotels etc for US based clients and providing additional administrative support.
* Support the US Managers in completing their tasks and helping them implement the same effectively and attending to weekly meetings.
* Liaise with Clients and manage client relationships to ensure delivery of highest standards of products and services.
* Provide guidance and training to new comers if needed to utilize resources to their highest capacity and improve work.
* Ensure availability of latest knowledge on products across the Team and Assisting the US Managers in emailing their clients.
* Interaction with Client's counterpart on a regular basis for daily operational activities, Preparation, Accuracy and timeliness of internal reports submitted to the Process Manager.

**Allsec Technologies Ltd, an ISO certified MNC in Chennai, INDIA**

**Sr. Customer Care Manager / Trainer (US Client's) (Voice & Non voice)**

**May 2005 - July 2011**

**Key Roles & Responsibilities**

* Underwent rigorous training about the US education system providing customer support for student loan holders (US based customers) - Academic Funding Foundation.
* Part of the CAP team to bring back applications for loan consolidation sent out to student loan holders.
* Telesales for gas and electric supply, Hudson Energy (NY) to American customers. Data entry - Sales Leads. Ability to keep customer grievance and other information notes to follow them later.
* To demonstrate the ability to interact and cooperate with all company employees. Actively supported more than 10 US projects, handled a team of 6 and training the new employees with US accent and product.
* To build trust, value others, communicate effectively, drive execution, foster innovation, focus on delivery to customers, collaborate with others, solve problems creatively and demonstrate high integrity.
* Proactively establish and maintain effective working team relationships with all support departments.

**EDUCATIONAL ATTAINMENT**

* **Bachelor of Arts (B.A), Economics,** Calicut University, India
* **Diploma in computer application ( D.C.A), IGNOU India**
* **Post Graduate Diploma in Human Resource Management** ( Pursuing )
* **Higher Secondary School Examination** , State Board, Thrissur, Kerala , India

**ACHIEVEMENTS AND CERTIFICATES ( AWARDS )**

**Operations Par Excellence Certificate** for Exemplary Performance, (NSBI), Allsec Tech, Chennai, **India**

**Operations Par Excellence Certificate** for Exemplary Performance, (Advantage), Allsec Tech, Chennai, **India**

**IT KNOWLEDGE**

Proficient in Word, Excel, Power Point, Microsoft Outlook, Internet & E-mails & Usage of hand held Terminals

**PERSONAL INFORMATION**

Nationality : Indian

Home Town : Kerala, South India

Marital Status : Married

Languages Known : English, Hindi, Tamil and Malayalam

Interests : Reading, Music, cooking & Travelling

Visa Status : Employment – CADD Emirates L.L.C

**DECLARATION**

I solemnly declare that all the above information are correct to the best of my knowledge, belief and understanding.