**RESUME**

**PREETHY**

[**PREETHY.374444@2freemail.com**](mailto:PREETHY.374444@2freemail.com)

**ADDRESS** –

Al Malas Cafeteria building, Al Qasmia, Sharjah, UAE.

**GENDER-** Female

**NATIONALITY**- Indian

**MARITAL STATUS**- Married

**DOB-** 16-07-1991

**VISA EXPIRY** – 28-07-2020



**SUMMARY**

Dedicated customer service representative who consistently meets and exceeds productivity goals. Maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase loyalty.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Month & Year of Passing** | Examination Passed | **Name of Board/ University** | **School/College Studied** | **%** |
| May  2012 | Graduation  BBM with  Computer Application | Bharathiyar University | Sree Narayana Guru College of Arts & science, K.G.Chavadi, Coimbatore | 80% |
| March  2009 | Higher Secondary Education | Higher secondary  board | BSS Gurukulam Higher secondary school, Alathur | 80% |
| March  2007 | Secondary Education | Board of Public  Examinations | St pauls English medium high School, kollengode | 78% |

**COMPUTER KNOWLEDGE**

|  |  |
| --- | --- |
| OPERATING SYSTEM | Windows 98, Windows XP, Windows 7,  Windows 8 |
| LANGUAGES AND PACKAGES | HTML, MS-Office |
| GUI | Visual Basic 6.0, Tally 9.1, SAP ERP 7.2,  MS Expenses, DMS, CRM & MS Audit. |

**EXPERIENCE**

* Worked as Customer Relation Officer from September 2014 to July 2016 in **SYBRID** – Sharjah

**KEY RESPONSIBILITIES:**

* Answer calls, provide customer with product & service information.
* Handle customer inquiries and complaints.
* Enter new customer information into system.
* Update existing customer information.
* Process orders.
* Identify & escalate prioritized orders.
* Route calls to appropriate resource.
* Follow up customer calls where necessary.
* Document all call information according to Standard Operating Procedures.
* Research required information using available resources.

**ACHIEVEMENTS**

* Best Employee Award - January 2016.
* Quality Service Award - July 2015.
* Productivity Award - July 2015.

* Worked as Process Associate in Accounts Payable Department from January 2013 to June 2013- **ACCENTURE-** Chennai, India.

**KEY RESPONSIBILITIES:**

* Auditing and Query handling of expense reports of **Microsoft (Client)** employees.
* Handling customer and client queries and monitoring towards early closure of the tickets.
* Ensuring High quality and accuracy is maintained in every response sent to the Microsoft Employees.
* Master End to End process knowledge.
* Handling exceptional processing for India Subsidiaries
* Performing the reconciliation activity for the exceptional processing.
* Working independently on key areas and reduce dependency on supervisor’s input.
* Adhere to Company and Client Compliance & Policies.
* Worked as Junior Executive in online marketing services from October 2012 to December 2012- **UGAM SOLUTIONS –** Coimbatore, India
* Worked as Trainee Member with **ACENET** **EDUCATION** - Coimbatore, India from June 2012 to September 2012.

**STRENGTHS**

* Ability to build and maintain professional relationships.
* Ability to adapt new situation & technologies.
* Ability to analyze & solve problems/issues.
* Self -Motivated
* Team player.
* Good attitude.
* Excellent interpersonal skills.

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge.

Preethy Prashobh

Place: Sharjah- UAE.