**Loma**

**E-mail:** loma.381057@2freemail.com

**Visa Status:** Visit Visa

**Career Plan:**

* To start career with an organization that provides excellent job opportunity and which Enables me to apply my skills to achieve best organizational objectives which can help to develop growth and success of the company.

**Work Experience:**

* **Sidhdhi Impex – Receptionist**

 Ahmedabad, India- Feb 2013 to Jan 2015

#### **Responsibilities**

* Answering and forwarding phone calls
* Greets and directs visitors to the company.
* Takes and retrieves messages for various personnel.
* Deliver excellent service at all time.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Assisting clients in finding their way around the office.
* **Airtel** **Bharti** **Telecom** **Company**- **Customer Service Representative**

 Ahmedabad, India- May 2015 to April 2017

#### **Responsibilities**

* Interact with diverse customer base in person, online and telephonically.
* Provide detailed information on services and products to customers.
* Recommend service and product options to meet customer needs.
* Complete and process contracts.
* Manage service, product and billing inquiries and complaints.
* Customer satisfaction surveys and generate business through follow up.
* Maintain records of all customer interactions and transactions.
* Provide timely feedback to company management regarding challenges or customer concerns.

**Strengths and Attributes:**

* Hard Working and open to learning
* Self-motivated and cheerful
* Commitment and dedication to the profession

**Achievement:**

* I have got 6 band in ILTS exam in 2016

**Technical Skills:**

* MS Office (Word,Excle,Powerpoint etc…)
* Data entry

**Academic Record:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Institute&University** | **Month &Year** | **Result** |
| M.Ed | Sardar Patel University | April – 2015 | 66% |
| B.Ed | Sardar Patel University | April – 2012 | 77% |
| M.A | Sardar Patel University | April – 2011 | 54% |
| B.A | Sardar Patel University | April – 2009 | 53% |
| H.S.C | G.S.E.Board | March-2006 | 72% |

**Personal Information:**

• **Full Name :-** Loma • **Birth date :-** 30th Aug, 1988.

• **Sex:-** Female

• **Marital Status:-** Married

• **Nationality:-** Indian

• **Hobby:-**  Music, Travelling

• **Languages Known:-** English, Hindi, Gujarati