**CURRICULAM VITAE**

**SHALINI**

**E-Mail-** [**shalini-394518@2freemail.com**](mailto:shalini-394518@2freemail.com)

**Objectives:**

Seeking a position as Customer service executive, having excellent interpersonal skills with effective relationship with customer, believe in timely delivery of individualized solution to client.

**Educational Qualification:**

Diploma in Chemical Eng. from Technical Educational Board, Karnataka, India - 2013

PCMB (SCIENCE) fromPre-University Board, Karnataka, India – 2009

SSLC from Secondary Education Board, Karnataka, India - 2007

**Work experience and Accomplishments:**

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**July 2016 to April 2019**

**Customer Service Executivecum Senior Process Executive (Data Entry)**

**Duties and Accomplishments:**

* Answering calls and providing information.
* Responsible for interacting with the clients and solving their queries
* Maintaining the records of customer interactions and follow up with the clients
* Provided feedback of the clients to the concerned departments and authorities so as to improve the services.
* Consolidate and optimize available data warehouse infrastructure and fetch data from different files.
* Import all the source files to SQL server application to analyze data from files and to identify the valid data.
* Implement ETL processes and functioning of analytics lad as well as client reporting environment and dashboard.
* Load finite data to the Diablo.

**Skills:**

* Communication
* Organization
* Patience
* Reliability
* Leadership
* Ability to multitask

**August 2014 to January 2016**

**Receptionist**

**Duties Performed:**

* Greeting clients and visitors with a positive, helpful attitude.
* Providing excellent customer service
* Scheduling appointments
* To record the patient records
* Answering, forwarding, and screening phone calls

**June 2013 to May 2014**

**Junior chemist**

Primacy Industries Limited is one of the world’s leading manufacturer of innovative, quality scented candles and aerosols.

**Duties Performed:**

* Prepare test solutions, compounds, and reagents for laboratory personnel to conduct test and also checking the melting point of the raw materials.
* Develop, improve, and customize products, equipment, formulas, processes, and analytical methods.
* Compile and analyze test information to determine process or equipment operating efficiency and to diagnose malfunctions.
* Maintain and update thorough and detailed laboratory procedures records and results.

**Computer Skills:**

Well versed withWindows, MS-office applications, Tally, Internet & other software applications.

**STRENGTHS:**

* Hard worker, Ability to cope with excels in the work place.
* Good planner & Co coordinator.
* Easily approachable, Adaptation to change.
* Ready to work in Pressure
* Integrate new learning into practice.
* Completion of work in a time efficient manner.

**Personal details:**

Date of Birth : 10th April 1991

Visa Status : Visiting Visa

Visa Validity :Valid Till 7 October 2019

Nationality : India

Marital Status : Married

Languages Known : English, Hindi, Kannada, and Konkani

Hobbies : Listening toMusic, Sports

**Yours sincerely,**

**Shalini**