**Anushree**

**E-Mail:** **anushree-394776@2freemail.com**

**Objective:**

Aim towards higher and prospects by enhanced skills in organization. My objective is to attain progress in organization development by achieving the targets, through enhanced productively, motivation, building team spirit and commitment for the organization. Also adopt at multi-disciplinary jobs and flexible in teamwork.

**Work Experience:**

**JOB PROFILE:**

**Worked as Trainee for 24 Months.**

**Worked as Final inspection & DHR verifier for 12 Months.**

**Worked as a Senior Counter Staff -Customer Service for 11Months.**

1. Interacting with customer face to face & through telephonic.
2. Resolving the issue of customer with tracking courier.
3. Handling the cash of direct booking.
4. Maintaining the monthly data & weekly data of the bookings.
5. Achieving the targets as per the company rules without deviations.

**Worked for DOB team from past 13 months.**

1. Interacting with customer explaining them about new plans.
2. Achieving the targets given by company.
3. Handling team & guiding them with right directions.

**Working as a Service Desk Engineer L2 and Change Controller**

1. Preparing MIS reports and providing complete call log Details to desk and Data Maintenance on daily Basis.

 2. Handling South Region and interacting with customers and Field Egg to resolve the issue.

 3. Taking care of Spare components working as change controller also by approving the change request based

 On the Call log and customer requirement.

 4.Providing First level of IT support to customers, Help them and resolve their issues, assign and forward complex

 issue to the next level concerned team.

**Qualification:**

Completed Diploma in E&C with 70% in JSS Polytechnic College for Women’s, Mysore. India in 2010.

Completed SSLC with 71% in Bhagini Seva Samaja Girls High School, Mysore. India in 2005.

* **Strengths:**
* Positive Attitude
* Good in Time and Resource Management.
* Good communication skill
* Ability to perform under pressure and stressful work environment.
* Enthusiastic to take up challenging tasks.
* Punctual
* Team leading capability and committed worker.

**Hobbies:**

Reading Books, Cooking, Sports and Travelling

**Additional Skills:**

* Basic Knowledge of Networking and trouble shooting
* Handling escalations
* Network layers
* TCP/IP protocol
* Basic Knowledge of Data centre
* ITIL

**Office Package:** Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express.

**Achievements:**

* Awarded individually for achieving highest sales, Customer Satisfaction, Zero escalation and Customer appreciations
* Received Appreciations from Managers for running & streamlining the Operations
* Smoothly with least escalations.
* An effective communicator and team member with experience in handling critical customers.
* Displayed excellence in customer satisfaction and quality in service.
* Ensured achievement of personal and team objectives within organizational targets.
* Multiple times received best Top gun awards in team.

**Responsibilities:**

* Handling customer queries and complaints
* Handling escalations
* Up selling the Airtel products (modem and plans)
* Handling 10 to 15 Members of Team & their performance.
* Diagnosing customer complaints
* Providing accurate solution to customer
* Data maintenance

**Personal Information:**

DOB : 05th December 1990

Gender : Female

Marital Status: : Married

Languages : Kannada, English, Hindi, Tamil

Nationality : Indian

Address : Al Ain, UAE

**Declaration:** I hereby declare that above information I provided are true to the best of my knowledge.

Date:15/10/2019

Place: AL Ain, UAE Anushree