**Aadersh**



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**CURRICULUM VITAE**

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| **Career Objective** | **:** | To seek an organization that encourages creativity and an atmosphere of healthy competition that would enhance my skills and helps me to develop in my professional and personal front. |
| **QUALIFICATION** | **:** | * Pursuing MBA (HRM) Sikkim Manipal University * Bachelor's Degree in Commerce with Computer Application from Kerala University in the year 2004. |
| **Training Programs Appeared** | **:** | * Customer Relationship Management(2005) * Computer Application, Tally(2006) |
| **Computer Skills** | **:** | * Office Suite - MS Office. * Tally.ERP 9 * Typing 45 wpm. |
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| **EXPERIENCE** | **:** | **National Institute of Speech and Hearing (NISH) Trivandrum(2012 - 2015)**  **Worked as HR/Administrative Assistant**   * Using MS Office to produce correspondence documents and maintain presentations, records, spreadsheets and databases of employees * Welcomes new employees to the organization by conducting orientation. * Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications. * Provides secretarial support by entering, formatting, and printing information; organizing work; answering the telephone; relaying messages; maintaining equipment and supplies. * Ordering and maintaining equipments and stationery; * Makes high level contacts of a sensitive nature inside and outside the organization * Business correspondence and maintain the security of confidential information.   **Sutherland Global Services. Cochin (2010 - 2012)**  **Joined as an Associate and gained place as Specialist Operations:**   * Real time Queue management and floor adherence tracking for program from other geography. * Interaction with external and internal clients * Data interpretation and analysis & MIS and report generation. * Watch trend in productivity and adherence and raise alarms appropriately. * Preparing analysis for programs on weekly monthly and yearly. * Attend review meetings with senior management.   **Eagle Electro Mechanical Co. Dubai (2009 - 2010)**  **Worked as Secretary**   * Project coordination and the ability to work well with all levels of internal management and staff, as well as outside clients. * Forwarding approved reports to clients & reporting the variations, if observed, to onshore clients. * Preparing reports and financial data, training and supervising other support staff, and client relations. * Coordinating schedules and activities, placing orders for supplies and services, and tracking progress and results.   **Reliance BPO. Chennai (2007 - 2009) : Customer care Executive**  **Joined as an Associate and gained place as Customer Care Executive:**   * Answering the queries of the customers from the various points of communication, and there by maintaining the service level of the company and provide ‘ON TIME RESOLUTION’ to the customers for achieving Customer Operations Performance Centre (COPC) certificate. * Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications. * Recommends potential products or services to management by collecting customer information and analyzing customer needs. * Take part in training, the newly joined team members and co-ordinates them for achieving the targets. * Escalates the problems and issues of the customers using the tools provided, to relevant department for appropriate action to be taken. |
| **Languages** | **:** | English, Hindi, Malayalam, Tamil |
| **Strength** | **:** | Very confident and thorough in executing the assigned jobs systematically within the specified period of time. |
| **PERSONAL** | **:** | |  |  |  | | --- | --- | --- | | DOB | : | 30/05/1983 | | Marital | : | Married | | Religion | : | Hindu | | Nationality | : | Indian | |  |  |  | |  |  |  | |

**References:** Will be pleased to provide upon request

**Declaration**

I here by declaring that the above-mentioned details are true and best to my knowledge and belief.