**CurriculumVitae**

Musvi

Musvi.260300@2freemail.com

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Career Objectives:**

My career objective is to secure a worthy position in goal oriented organization, which has hi-tech environment, where I can utilize my skills and experiences.

 I have an extensive 4 years of working experience in Hyderabad-India.

**Strength:**Hard working, dedicated,positive attitude, friendly in the team work.

**Educational Qualification:**

* Completed Bachelor of commerce (B.COM) from Monad University – India (Awaiting Results)
* Completed H.S.C from Dharmavanath Jr. College -INDIAwith securing 50.9% in the year 2007.
* Completed S.S.C from MohdMushtaq School, India with securing 68.80% in the year 2004.

**Technical skills:-**

* Microsoft Word, Excel, Power Point.
* Typing Speed 35-38 WPM.
* Hardware Networking.
* Photoshop, Flash Graphics and designing.

**Professional Work Experience:-**

**Company** : **PEGASUS NEO TECH SOLUTIONS( INDIA).**

**Designation** : Customer care executive.

**Period**  : 10th June 2013 till 30th November 2015.

**Responsibilities in Pegasus:**

* Handled UK Inbound and Outbound Calls for a Holiday Process.
* Suggested customers forsuitable Holiday – packages as per their requirement and suitable weather.
* Handled pre-sales servicesi.e converted enquiries into orders by sending them quotations, negotiated and finalized orders.
* Handled after- sales servicesi.edispatched /couriered invoiced and recorded.
* Handled B2B online clients, Up-selling.
* Achieved targets by closing calls with successful Holiday Bookings.
* Transferred &converted Booking calls to the Reservation Team.
* Documented number of calls with detailed conversations over the phone to keep record.Followed up with the customers based on their requirements.
* Conducted customer’s satisfaction surveys through phone calls and emails.
* Mentored new joiners in their probationary- period.

**Previous Experience:**

**Company** **:** Whiz Events. (INDIA).

**Designation** **:** Customer care/ Telesales executive

**Period**  **:** 11th Jan 2012 till 05th June 2013

**Roles and responsibilities in Whiz Events:**

* Made outbound calls
* Worked upfront in organising events.
* Established a strong tie ups with clients
* Maintained smooth business relationship between the company and clients.
* Answered the calls from clients& responded their queries.
* Gathered customer’s feedbacks about the events conducted by our organization, raised up the points / complaints /issues from the clients& conveyed the same to the management through minutes of the meeting.
* Maintained potential cliental network and materialized the data base for upcoming projects, generated leads escalated clients details to the relevant personnel to pay visits toclients for finalization.

**Personal information:**

Date of Birth : 26/07/1989

Marital Status : Single

Nationality : Indian

Languages Known: English, Hindi, Urdu, Arabic - basic.

* Listening Music, Singing Songs, Playing snooker, Internet browsing.