|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | |  |  : **ARATHY**  [**ARATHY.371595@2freemail.com**](mailto:ARATHY.371595@2freemail.com) Personal Data: Date of Birth **:**27/12/1989  Gender **:** Female  Marital Status**:** Single  Nationality **:** Indian  Religion **:** Hindu  **Languages Known:**  English, Hindi, Malayalam  **Personal Strengths:**   * Good understanding and quick learning ability. * Excellent communication skills. * Team leadership. * Ability to work in a team. * Well prepared to adapt to difficult situations. * Willing to work hard and grow continuously. * Dedication and selfless sincerity towards work * Problem-solving capability | Career Objective:   * To pursue a successful, challenging & exciting career while being able to dispense my maximum potential to the benefit of the organization and, at the same time, acquiring knowledge on the road to success. * To utilize my abilities and knowledge to increase my productivity through innovation.   Summary:   * Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.   ACADEMICS:   |  |  |  |  | | --- | --- | --- | --- | | **Course** | **Year of Completion** | **Institution** | **Percentage** | | Higher secondary education | 2008 | ST Thomas college, Ernakulam | 52% | | Senior  Secondary education | 2005 | Deepa College, Thoppumpady, Ernakulam | 50% |     Skills :   * Attending calls Inbound and outbound * Chat and Email Support * Good in data entry and typing * Verbal and written communication skills * Listening skills   Experience :   * Worked in “JRG Securities Ltd”as Customer Service Executive, Kaloor, Kerala from 18th July 2009 to 31st Jan 2011 * Worked with “Sutherland Global Pvt Ltd” as Senior Consultant, CSEZ- Kakkanad, Ernakulam, Kerala from 3rd Sep 2015 to 16th May 2017.   JOB RESPONSIBILITIES:   * Handle customer inquiries both telephonically and by Email. * Provide Market Research required information using available resources also process orders as per customer requirement. * Manage and resolve customer complaints & provide customers with product and service information. * Follow up customer calls where necessary. * Document all call information according to standard operating procedures, complete call logs & prepare Call report at the end of the day. |
|  | Declaration :    I hereby declare that the above information is true and correct to the best of my knowledge. |