**AFREEN**

Email ID:

Afreen-394493@2freemail.com

**PERSONAL DETAILS:**

* Date of Birth: **9th**

**August 1993**

* Nationality: **Indian**
* Marital Status: **Single**

**Languages Known:**

English, Hindi, Urdu

**Hobbies:**

Reading, Browsing, Music, Movies

**CURRICULUM VITAE**



**CAREER OBJECTIVE**

To find a suitable job, which would provide me with an opportunity to work and productively utilize my communication / interpersonal skills and to further develop them. Looking forward for career in the fields of Customer service handling, Human resource management, Telemarketing, Administration and Front Desk.

**PERSONALITY PROFILE:**

* Excellent leadership, time management, organizational and motivational skills.
* Excellent communication and interpersonal skills
* Able to work both independently and as part of a team.
* Thrive on working under challenging environment and constantly meet deadlines.

**EXPERIENCE INFO:**

* **Experience – 3 Years in UAE.**
* Had worked as **Customer Service Executive** (A Dutch

Company dealing with packaging, lashing, lifting etc) (Apr 2nd 2016 – Apr 15th

2019). Major roles and responsibilities which was handled as follows:

* + - Handling the enquiries of the customers, coordination with internal operations, sales and other department. Follow up calls for update on quotes.
		- Maintaining a flow of communication with team leaders and ensuring that the work with other team goes smooth.
		- Taking care of the monthly closure of billing and reporting to the management on the monthly sales, profit, team performance report.
	+ Had Worked as ‘**Administrative Executive’** for 1 Year. (December 1st 2014 – December 30th 2015) Mumbai, India.
		- * Plan and co-ordinate administrative procedure
			* Maintained and updated day to day customer database.
			* Sending mails and calling up the clients and explaining about the products and services.
			* Fixing up a meeting with the clients, following up the clients and taking their requirements.
	+ Had Worked as **Receptionist** for 6 months. (March 2014 – September 2014) Mumbai, India.
		- * Coordinate activities with front desk/reception premise
			* Direct visitor and customer to their desired destination
			* Maintain company’s event calendar
			* Guiding and solving queries of customers.

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **University** | **Year** | **Remarks** |
|  |  |  |  |
| SSC | Maharashtra Board | 2010 | Passed |
|  |  |  |  |
| HSC | Maharashtra Board | 2012 | Passed |
|  |  |  |  |
| GRADUATE | Maharashtra Board | 2015 | Passed |
|  |  |  |  |



**CORE COMPETENCIES**

* **Positive Attitude**
* **Able to do work individually as well as in team**
* **Willing to learn and hard working**
* **Adaptability to changing the environment**
* **Effective verbal and listening communication skills**



**PERSONAL STATEMENT:**



Dear Sir/Madam,

I am a person, having good analytical approach to work, capable of hard work and with 3 years of experience working in UAE. I was working as Customer Service Executive from April 2016 until April 2019. I have previously worked as Administrative Executive for 1 Year and for 6 months.I have gone through the job requirements in your company and I would like to offer as a candidate for the post.

My name is Afreen, Indian nationality. I am sure that your esteemed organization will provide me further opportunities to make greater contribution in this field and I hope that in a big organization my qualification and talent can be of best use.

Yours sincerely

**Afreen**



**DECLARATION:**

I hereby declare that the above stated information is true, correct and complete to the best of knowledge and belief. I also assure that upon getting an opportunity for a personal interview I shall exhibit all the original documents for ready references.

**Afreen**