



JOBINI.P

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CAREER OBJECTIVE

I want to be a part of team professionals, to be a real asset to the organization with sincerity, creativity and dedication by seeking for a quality environment wherein, my knowledge can be both shared and enriched.

BRIEF PROFILE

- Customer Care Executive & Receptionist Professional with 5 years' experience in India
- Holding Diploma in Health Assistant
- Proficient in MS Excel
- Great on problem-solving and self-motivated
- Responsible natured, disciplined and well organized

PROFESSIONAL EXPERIENCE

RECEPTIONIST

VAYALAT MAHINDRA | 2020 – 2022 (1year 3 month) | KERALA – INDIA

Responsibilities:

- Serves visitors by greeting, and directing them appropriately.
- Notifies company personal of visitor arrival.
- Maintaining telecommunication system.
- Informs visitors by answering or referring inquiries.
- Keeps a safe and clean reception area.
- Contributes to team effort by accomplishing related results as needed.
- Prepare and submit daily reports.

CUSTOMER CARE EXECUTIVE

IDEA CELLULAR LIMITED & MAHINDRA AND MAHINDRA | 2017– 2020 (3 years) | KERALA – INDIA

Responsibilities:

- Catering to customer phone calls and diverting the call to the relevant department for a more advanced form of resolution.
- Dealing with customer issue and churning out an easy-to-follow solution.
- Helping customers to choose the right product for their requirements and budget.
- Handling customer concern and complaints in a timely manner.
- Informing customers of upcoming promotions or deals.
- Establishing a positive report with all clients and customers in person or via phone.
- Prepare and submit daily/weekly/monthly reports.
- Fixing appointments based on the availability of customers and clients.
- Interacting with customers to ensure they have a desirable and shareable experience.

DECLARATION

I do hereby declare that the above given statements are true to best of my knowledge and belief.

JOBINI. P

PERSONAL PROFILE

Date of Birth

30/05/1996

Visa Status

UAE Visit Visa

Languages Known

English - Proficient

Hindi - Learner

Malayalam – Native

Education

Diploma in Health

Assistant

Jubilee Memorial Hospital
Palayam Kerala India

Senior Secondary

Christ king collage
Ernakulam Kerala India

IT Expertise

Expert in MS Office

Expert in Windows

Expert Outlook

Personal Skills

Good Communicator

Quick Learner

Team Player

Listening

Areas of Interest

Music

Travelling