**CURRICULUM VITAE**

**MRS. DEEPA VINITHA PINTO**

Contact No: +971 528299186

Alternate No: +971 561631692 (Mr. Benedict)

E-mail Id: bensuza@hotmail.com

**Objective:** Eager to contribute to the growth of the organization by working in a highly progressive environment with quality products and services.

**Profile:** Highly Motivated, flexible to the demands of the Job.

**PERSONAL INFORMATION**

1. Date of Birth : 19-04-1982
2. Sex : Female
3. Marital Status : Married
4. Husband’s Name : Mr. Benedict D’souza
5. Religion : Christian (Roman Catholic)
6. Present Address : Bin Khadim Building,

Next to Right Medical Centre,

Abushagara, Sharjah - UAE

1. Visa : Husband Visa
2. Languages Known : English, Kannada, Hindi and Konkani

**Educational Qualifications:**

1. **bachelor Degree in Business Management**- Kuvempu University in the year 2008, obtaining 72%.
2. **P.U.C (P.C.M.B)**- Joythi Nivas College in the year 2000, obtaining 50%.
3. **S.S.L.C –** Nirmala Girls High School in the year 1998, obtaining 73%.

**Computer Knowledge:**

Computer Basics, MS-OFFICE (**Word, Excel & PowerPoint**), Internet and other User based Applications.

**professional experience:**

1. **ST. JOHN’S MEDICAL COLLEGE, BANGALORE –** Worked as a Admin Assistant to Associate Director of Medical College. (Sept 2005 – Oct 2009 for **4 years 1 month).**

**Responsibilities:**

* Handling all Admin and Clerical works of the Associate Director’s Office and Dean’s Office.

1. **M/S G.G SYSTEMS (ASSOCIATE OF SPICE TELECOM) BANGALORE**, as a Customer Service Executive in Retention Department. (July 2004 – Aug 2005 for **1 year 1 month).**

**RESPONSIBILITIES:**

* Tele calling done to all existing Spice customers regarding the services.
* The Primary objective is to provide best services and suitable resolutions to the customers.
* Handling churn, outstanding payments, Voluntary churn customers and providing them with offers and other facilities and retaining them in the network.
* Handling all high value customers (Prepaid&Postpaid) existing in Spice network, providing facilities, service and online resolutions.
* Performing presentations and providing basic knowledge of Spice tariffs and products to new employees.

**Worked as a Team leader in Prepaid Section.**

1. **M/S ASCON SALES & SERVICES PVT LTD, (ASSOCIATE OF CITIBANK) BANGALORE**, as a Senior Tele Sales officer and Customer Support Executive ( Citibank Online). (June 2001 – June 2004 for **3 years).**

**RESPONSIBILITIES:**

* Tele marketing Citibank products (Suvidha based customers).
* Marketing Citibank Products (Outbound calls).
* Providing support to the CitiDirect-internet banking- Citibank’s remote banking.
* Technical Support to Citibank Online. Handling all the technical issues related to internet banking.
* Handling all kinds of customer queries (Inbound and Outbound calls).

**KEY ACHIEVEMENT:**

Awarded as **Best Employee** for **Outstanding Performer** in CitiDirect Suvidha Sales.

1. **M/S DIAMOND PIPES & TUBES PVT LTD, BANGALORE**, as a Receptionist.(July 2000 – May 2001 for **11months**).

I hereby declare that the above information and facts stated above are true and correct to the best of my knowledge and belief.