

**Fund Raising**

As a volunteer in college, I

organized a cultural

program along with my

classmates at the local

community center which

helped us to raise over

75

,000 INR for the disabled

elderly people locally.

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**Travelling**

Exposure to new cultures

and environment has

always been my interest

which made me decide

United Kingdom for my

post graduate course. It

really helped me to widen

my perspective and made

me more broad minded.

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ACHIEVEMENTS

Dubai

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CONTACT

**SUPRIYA**

**NAIR**

CUSTOMER SERVICE AGENT

Customer relation specialist with over 2 years of experience in event

management and McDonalds. Steadily delivers first-rate service and

fosters positive relationships with customers, promoting satisfaction

and loyalty. Recognized as a star performer and impresser raising

bars in providing a high-class customer service and experience and

actively involving in process improvement. To succeed a challenging

position in profession where my competencies, skills, capabilities and

experience can be exploited as a MBA graduate.

PROFILE

**McDonalds- Bourne End, United Kingdom**

Shift Manager

,

city

Day-to-Day work of a shift manager includes

working directly with the customers and other

employees in a constantly changing

environment. The responsibilities include :

To develop crew to deliver an exceptional

<

customer experience.

Ensuring the workplace safety, food safety

<

and sanitation.

Support the crew members and

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management team to remain focused on tasks

and in executing plans to achieve restaurant

goals and shift targets.

Administering cash positions and keeping

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low labor costs.

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Balancing the registers, checking food

temperature for safety purposes and training

new employees.

**2019**

**-**

**2020**

**Magic Touch Events- Kerala, India**

Event Coordinator

,

city

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Identify the clients requirements and

expectations for each event.

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Book venues, entertainers, photographers

and close interaction with vendors and

exhibitors.

Handling budget and invoicing and obtaining

<

permits.

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Focusing on the big picture while keeping

track of all the minute details.

Managing events and addressing potential

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problems that may rise which could impact the

integrity of the event.

**2017**

**-**

**2018**

EXPERIENCE



**Classia Infotech**

Australian Voice Process Associate

,

Trivandru

m, India

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Handle outbound customer sales and service

telephone calls.

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Navigate, lookup and enter orders into the

customer order entry system.

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Adhere to assigned schedule segments.

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Make a minimum of 600-700 calls per day.

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Supporting the query and resolving any

issues.

**2017**

**-**

**2017**

**General MBA- Placement**

University of Bedfordshire

,

London- United Kin

gdom

Description of the education/course.

**2018**

**-**

**2020**

**BA English Language and Literature**

University of Kerala

,

Trivandrum- India

Description of the education/course.

**2014**

**-**

**2017**

EDUCATION