

SNEHA V V

SNEHAVIJAYAN1989@GMAIL.COM

+971583069187

PERSONAL DETAILS

DOB : 10TH DEC 1989

SEX : FEMALE

NATIONALITY : INDIAN

ADDRESS : D3 BLOCK,D.NO:41,
MARUTHI
APARTMENTS,WESTFORT,
THRISSUR



PROFILE

PROFICIENT IN OVERSEEING ADMINISTRATION,SALES AND OPERATIONS BACKGROUND WITH STRONG INTER PERSONAL SKILLS, EXPERIENCED IN WORKING WITH A TEAM AND EQUALLY COMFORTABLE WORKING ALONE. WILLING TO LEVERAGE MY SKILLS AND COMPETENCIES TO ACCOMPLISH MY CAREER GOALS AS WELL AS SERVE THE ORGANISATION AND COMMUNITY TO THE BEST OF MY ABILITIES



EDUCATION

SIKKIM MANIPAL UNIVERSITY

MASTER OF BUSINESS
ADMINISTRATION (MBA-HR)
2012

**CHRIST COLLEGE
IRINJALAKUDA, THRISSUR**
BACHELOR OF COMPUTER
APPLICATION (BCA) 2010

WORK EXPERIENCE

TELECALLING TEAMLEADER AT CANAPPROVE IMMIGRATION AND EDUCATIONCONSULTANCY SERVICES| 4 JAN 2021 -10 FEB 2022

- IN CHARGE OF OVERALL TELECALLING DEPARTMENT.
- TRAIN AND SUPERVISE TELECALLINGEMPLOYEES.
- MAKE SURE EACH TELE SALES TEAM MEMBER HAVE COMPLETED MINIMUM FOLLOW UP'S.
- STRICTLY MONITOR THE TEAM OF TELE CALLERS ON REGULAR INTERVALS AND TAKE AN UPDATE.
- MAKE SURE TO HAVE A CONVERSION OF POSITIVES FROM GIVEN LEADS OF 20% TO 25%.
- EVALUATE THE PERFORMANCE OF TEAM MEMBER.
- MAKE SURE THE TELE CALLERS HAVE UPDATED THE DETAILS OF CLIENTS PROPERLY IN PRODUCT ZOHO CRM - ONLINE SALES CRM SOFTWARE.
- ASSIST MEMBERS IN ALL ASPECTS OF CALLING SERVICE.

SHOWROOM MANAGER AT SIYA FASHION TEXTILES (KATTOOR, THRISSUR) | 15 JAN 2019- 25 JUNE 2020

- DESIGN, PLAN AND IMPLEMENT SOURCING AND PURCHASING STRATEGIES.
- MAINTAIN A DATABASE OF APPROVED SUPPLIERS.
- BUILD AND MAINTAIN RELATIONSHIPS WITH SUPPLIERS AND VENDORS AND MANAGED ALL SHOWROOM ACTIVITIES.
- ENCOURAGED STAFF TO MEET SALES OBJECTIVES AND PERFORMED PERIODIC REVIEWS OF SALES FIGURES TO DETERMINE TRENDS AND DEALT WITH ALL STAFF ISSUES.
- MANAGED WEEKLY INVENTORY.

SKILLS

- AUDIENCE ENGAGEMENT
- EXCELLENT STANDARDS IN HYGIENE AND PHYSICAL PRESENTATION
- HARDWORKING AND WILLINGNESSTO EMBRACE NEW STYLES AND LEARN MORE.

TECHNICAL SKILLS

- MICROSOFT OFFICE PACKAGES: MICROSOFT WORD, EXCEL, POWERPOINT, MICROSOFT OUTLOOK INTERNET AND EMAIL.
- TALLY AND MANUAL ACCOUNTING.
- ZOHO CRM- ONLINE SALES CRM SOFTWARE.

LANGUAGES KNOWN

- ENGLISH
- MALAYALAM
- TAMIL
- HINDI

ALY FORD (FORD DEALERSHIP IN)(FORD ASSURED DEPARTMENT) - PALAKKAD , KERALA OFFICE IN CHARGE | 10 FEB 2016 – 15 MAR 2017
PROMOTED TO HR EXECUTIVE| 15 MAR 2017 – 25 NOV 2018

OFFICE IN CHARGE

- PERFORMED CLERICAL DUTIES, INCLUDING TYPING , ANSWERING PHONES AND COMPLETING FORMS.
- MAINTAINED CUSTOMER CONFIDENCE AND PROTECTED OPERATIONS BY KEEPING INFORMATION CONFIDENTIAL.
- PROVIDED CLERICAL SUPPORT TO COMPANY EMPLOYEES, INCLUDING COPYING, FAXING AND FILE MANAGEMENT.
- ASSISTED SENIOR ADMINISTRATIVE PROFESSIONAL WITH DAILY WORK TASKS.
- CREATED AND IMPLEMENTED STANDARD OPERATING PROCEDURES FOR RECORDS HANDLING.

HR EXECUTIVE

- DESIGNING COMPENSATION AND BENEFITS PACKAGES.
- DEVELOPING FAIR HR POLICIES AND ENSURING EMPLOYEES UNDERSTAND AND COMPLY WITH THEM.
- IMPLEMENT EFFECTIVE SOURCING, SCREENING AND INTERVIEWING TECHNIQUES.
- COLLECTING, SORTING AND DISTRIBUTING ANY INCOMING JOB APPLICATIONS.
- MAINTAINING EMPLOYEE PERSONNEL FILES AND MONITORING THE WORK OF RECRUITMENT AGENCIES.

SALES DEVELOPMENT MANAGER AT HDFC BANK (HDFC LIFE INSURANCE) | 17 AUG 2012 – 10 AUG 2013

- RESEARCHING THE LATEST PRODUCTS AND REGULATION.
- RECRUITING OF FINANCIAL CONSULTANTS.
- MEETING WITH CUSTOMERS AND RESOLVING ANY PROBLEMS OR COMPLAINTS.
- ACCURATELY AND CONFIDENTLY RESPONDS TO ROUTINE INQUIRES/INFORMATION FROM EXTERNAL AND INTERNAL CLIENTS BY PROVIDING FIRST LINE ASSISTANCE IN A TIMELY AND ACCURATE MANNER TO QUESTIONS FROM CLIENTS.
- ASSIST TEAM WITH DEVELOPING, UPDATING AND MAINTAINING DEPARTMENTAL GUIDELINE, REFERENCES AND TOOLS.
- RESOLVE PROBLEMS AND COMPLETES REQUESTS SURROUNDING CONTRACTS TO ENSURE CLIENT SATISFACTION.



ACHIEVEMENTS

- PROJECT DONE ON EFFECTIVENESS OF EMPLOYEE MORALE WITH SPECIAL REFERENCE TO ELITE MISSION HOSPITAL, THRISSUR-INDIA.

DECLARATION:

I HEREBY DECLARE THAT THE ABOVE MENTIONED DATA ARE TRUE AND BEST OF KNOWLEDGE AND BELIEF. IF I AM APPOINTED, I SHALL DISCHARGE MY DUTIES SATISFACTORILY.

SNEHA V V