**FRANCISKA PARMAR**

**Career Objective:**

Looking forward to build a career in a Reputed Company to establish as a service Professional utilizing my Training and Skills. My determination and hard work with delightful customer services would be my logical consequences of my job position.

**Education:**

TYB.COM

**Professional Experience:**

* **Company Name: The Ageless Clinic PVT.LTD**

Designation: HR and Contact Center Executive

Working Duration: 02nd Sep’2020 till day.

**Key Responsibilities Handled**

* Shortlisting resume for the requirement profile for the company.
* Conducted interviews and briefing about the company’s terms and conditions along the facilities and policies.
* Conducted induction and training for the process.
* Handling shift timings and leave approvals for the team.
* Handling inbound,outbound calls and live chat process.
* Handling outlook mails for the website of the company.
* Making outbound calls for all the Instagram enquiries and explaining them the subject.
* Training employee with regards to the process.
* Handling VIP clients with regards to their query.
* Managing team work when required.
* **Company Name: Clinic Dermatech PVT. LTD**

Designation**:** Lead Generation & Senior Front Desk Executive

Working Duration: 23rd Oct 2019

**Key Responsibilities Handled**

* Outstanding front office clerical abilities including typing and answering phones.
* Sound ability to resolve client or guest issues in a timely courteous manner.
* Excellent relationship-building and communications skills.
* Strong time management skills.
* Ability to work varying shifts.
* Maintained an updated database of client’s check-ins checkouts and revenue assurance.
* Tracked staff schedules and called for outside maintenance as needed.
* Responded to guest complaints in a professional courteous manner.
* Maintained an updated inventory of front office supplies.
* Managed front desk operations.
* Responded to clients requests**.**
* Making appointments for Dr Consultations & ensure that client were made comfortable on their visits.
* Ensuring Stock ordering, maintaining records, inventory on timely basis.

* **Company Name: Advanced Hair Studio.**

Designation: ALT & SBS-U Executive

Working Duration: 8th November, 2015 - 1st July, 2018

**Key Responsibilities Handled**

* Management of surgical department.
* Responsible for Up- Sales.
* Discussing Medical history with clients and surgeon.
* Facilitating Correspondence with Clients and Surgeon.
* Follow up with the new and existing client's.
* Explaining pre procedures and post procedures, and ensuring that they are clear with the client.
* Scheduling and setting appointments of Clients with the on board Surgeon.
* Setting appointments of Clients with the in-house Doctor.
* Preparing Reports of Clients, maintenance of important documents, files and records in an organized manner.
* Providing information about the services and procedures of the organization to the New Clients.

Respond to public inquiries.

**2. Company Name: Customer One Contact Center**

Designation: Senior Customer Service.

Working Duration: January, 2014- October, 2015

**Key Responsibilities Handled**

* Handling inbound calls and ensuring Customer’s queries are resolved.
* Responsible for up sales.
* Promotion of new Products features for up selling to existing clients.
* Solving Fraud and dispute related query.
* Ensuring customer satisfaction and achieving organization objective during the calls.
* **Company Name: Saigo Furniture Artifacts.**

Designation: Personal Assistance.

Working Duration: 3rd November 2011- 31st December 2013

**Key Responsibilities Handled**

* Organizing and managing office meetings.
* Ensuring quick and effective correspondence in responses to customer complaints.
* Maintaining and Storing Accounting and payroll records.
* Responsible for Human Resource Management.
* Providing Input and Managing database.

**Computer Knowledge:**

* Operating System: Microsoft Windows XP, 07, 08 & 10.
* Utilities: Ms Office, Basic Use of Computer, Accounting Software.
* Familiar with all Internet operations.
* Graphics Designing.

**Personal Qualities:**

* Innovative thinker and excellent leadership qualities.
* Excellent in influencing the people.
* Efficient in communicating well in writing and verbal both.
* Able to motivate and negotiate with the people.
* Drive for results with accuracy & time specification
* Ability to build rapid relationship and set up trust.
* Ability to work in Team as well as independently.
* Adaptability and Willingness to learn accompanied by good analytical and problem solving skills.

**Declaration:**

I hereby declare that the above-mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Personal Details:**

* Date of Birth: 5th March 1992.
* Nationality: Indian
* Gender: Female
* Religion: Roman Catholic
* Marital Status: Unmarried
* Languages Spoken: English, Hindi, Marathi & Gujarati
* Old Passport Details: L8088553. Dated: 25/03/2014
* New Passport Details: V7286829
* Issue Date: 15/02/2022

Expires: 14/02/2032

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PLACE: INDIA (MUMBAI)

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