

RASEENA MA

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Kundakassery Veedu,
Kanhangad South P.O, Pin: 671531
Kerala, India



AWARD & ACHIEVEMENTS

- Outstanding performance “ Walk-in Queen 2015-2016 (IDEA)
- IDBI Bank NRI campaign PAN INDIA topper 2017-2018

COMPUTER SKILLS

- Tally ERP 9.0
- MS Office (MS Word, MS Excel)
- Internet and Email

PERSONAL STRENGTHS

- COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- SERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language
- ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- MANAGEMENT**-Management skills to direct others and review others performance.

PERSONAL DOSSIER

Gender : Female
Date of Birth : 01-02-1986
Nationality : India
Marital Status : Married

LANGUAGES KNOWN

English ██████████
Malayalam ██████████
Hindi ██████████

PASSPORT DETAILS

Passport No : T0183842
Place of Issue : Kozhikode

DRIVING LICENSE DETAILS

Indian License No : 60/6075/2015

REFERENCE

Available upon request

CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

KEY SKILLS

Team Work

Work Ethic

Communication

Leadership

Organization skills

Time Management

Interpersonal ability

Detail Oriented

Punctual

Quick Learner

Hardworking

Analytic Skills

EMPLOYMENT DETAILS

 **OFFICE IN-CHARGE** | Currently Working
Way2Nikah

 **RETAIL BRANCH ADMIN** | 1 Year
Kerala Matrimony (Corporate Company)

 **BUSINESS DEVELOPMENT OFFICER** | 3 Year
IDBI Bank

 **OFFICE CO-ORDINATOR | SALES EXECUTIVE | BILLING SECTION** | 2 Year
IDEA Customer Care

Key Responsibilities:

- Deliver excellent service to ensure high levels of customer satisfaction.
- Create business strategies to attract new customers and enhance profitability
- Respond to customer complaints and concerns in a professional manner.
- Develop and arrange promotional material
- Maintaining meaningful relationships with existing clients to ensure that they are retained.
- Attending networking activities to research and connect with prospective clients.
- Setting sales goals and developing sales strategies.
- Researching prospects and generating leads.
- Contacting potential and existing customers on the phone, per email, and in person.

ACADEMIC CREDENTIALS

GRADUATE IN B.COM WITH CO-OPERATION | 2008

- Thriveni College, Kerala, India

PLUS TWO – COMMERCE | 2005

- Thriveni College, Kerala, India

SSLC | 2003

- BARHSS Bovikkanam, Kerala, India

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars