

MAHIRA T



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📍 Sharjah , UAE

PROFILE

Transparent , organized and flexible MCA graduate with experience. Desire to secure a challenging position with a well-established organization that leads to lasting relationship with my past experience in contributing for the company's success and also to carve the niche out of myself.

SKILLS

- customer service skills
- excellent computer skills
- Excel , MS word , MS office
- HTML , CSS , PYTHON , SEO ,
DIGITAL MARKETING , SMM , SEM
- Problem-Solving
- patience and the ability to remain
calm in stressful situations
- Project Management Tools
- Strong Communication

EXPERIENCE

SALES COORDINATOR

JAN 2020 - NOV 2021

BERGER PAINTS INDIA LIMITED

INDIA

- Sending introduction letters to client via email and getting enquiries from them.
- Sending quotation with the terms and conditions applicable.
- Order confirmation by clients through LPO.
- Sending sales order to warehouse and ensuring adequacy of products.
- Submission of client Account department with LPO and delivery note copy.
- Collecting payment and giving payment receipts.
- increasing clients base to achieve target.
- providing support to sales team and clients.

CALL CENTER AGENT

JANI 2018 - AUG 2019

FASTLINK CONSULTANCY

SERVICES , KERALA , INDIA

- Manage large amounts of inbound and outbound calls in a timely manner
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives

EDUCATION

MASTERS OF COMPUTER APPLICATION

Annamalai University
2019-2021

BACHELOR OF COMPUTER SCIENCE

Kannur university
2013 - 2016

PASSPORT DETAILS

DOB : 02/02/1996

Passport No : U2894169

Visa Status : Dependence visa

Nationality : India

LANGUAGES

ENGLISH

HINDI

MALAYALAM

- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- follow up the social media inquiries and making stories for the social media
- Meet personal/team qualitative and quantitative targets

I HEREBY DECLARE THAT THE DETAILS AND INFORMATION GIVEN ABOVE ARE
COMPLETE AND TRUE TO THE BEST OF MY KNOWLEDGE.