

# CHINJU T A

FEMALE HOSTESSES

Al Rashidiya , Dubai

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## GENERAL SKILLS

- MS tools
- Word Press
- File management

## PERSONAL SKILLS

- Leadership
- Team player
- Accountable
- Supervising
- Presentation
- Interpersonal
- Active listener
- Self motivated
- Problem solving
- Customer service

## SOFTWARE SKILLS

- C
- CPP
- JAVA
- ORACLE
- MYSQL
- SQL

Technically savvy B.Tech graduate driven and motivated to help organizations thrive.

Skilled in multitasking, time and information management, meeting deadlines, prioritizing and completing task independently.

## WORK EXPERIENCE

Dec 2018- June 2020	Customer Service Executive Reputed Transporting company ,Dubai
Feb2018 - Dec 2018	Customer Service assistant Kerala transport LLC, Dubai
Oct 2014 – May 2017	Tutor in Microclouds, India
Sept 2013- July 2014	Software developer in Soften Tech, India

## JOB PROFILE

- Meeting and greeting customers
- Organize and schedule meeting and appointments.
- Maintain professional communication via phone calls and email.
- Planning transport in most effective way for customers.
- Maintain delivery schedules and track deliveries.
- Process delivery order and delivery note.
- Handling and analyzing complaint
- Designing customer service strategies.
- Resolving customer complaints
- Providing best possible solution to the queries of customers.
- Drafting status reports on customer service issues.
- Negotiating the terms and conditions with the customers.
- Meet expectation of clients in providing excellent service.
- Develop & maintain customer relationship Management database.
- Recording feedback from customers.
- Prepares report for upper management.
- Motivating staffs.

## LANGUAGES KNOWN

- English
- Hindi
- Malayalam
- Tamil

## PERSONAL DETAILS

- Sex: Female
- DOB: 08/12/1989
- Nationality: Indian

## VISA DETAILS

- Status : Spouse visa
- Expiry: 03/10/2022

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## EDUCATION

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2012-2013	Diploma in Java technologies from NIIT
2008-2012	B.Tech in Computer Science and Engineering from Calicut University Kerala

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## REFERENCE

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Reference can be provided on demand.