



## **Mary Martina. A**

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Mina bazaar, Burdubai, Dubai (United Arab Emirates).

### **OBJECTIVE ;**

To work with full dedication and dedication for the attainment of the company objective under meaningful job content, to Attain career milestones, by making substantial contributions towards the objectives and goals of the organization and preserving c administration and customer service can be utilized by a progressive company.

### **EDUCATION**

- Bachelors in Commerce (B.Com) St Anne's first grade college for women Bangalore, India.
  - Intermediate in Commerce (2nd PUC) St Anne's PU College Bangalore, India.
  - SSLC-10th Standard in St. Mary's Girls High School.

### **Executive Milestones:**

- Employment training under Learning Campus.
- **Employment training under Tata Consultancy Services Pvt Ltd.**

### **PROFESSIONAL DETAILS**

### **KEY SKILLS.**

- Ambitious, Dedicated worker.

- Communication skills, Organized.
- Problem-solving skills, team work.
- Sales Management, Marketing, Business Development.
- Management Reporting, Resource Allocation, Market Research, Competitive Analysis, Negotiations.
- Customer Relationship Management, Leadership, Team Building, Decision Making, Communication, Measurable Deliverables, Time Management.

## **PERSONAL INFORMATION**

- Birth Date: 25th January,1995
- Nationality: Indian
- Marital Status: Single
- Languages: English, Hindi, Tamil, kannada and Telugu.

## **PROFESSIONAL EXPERIENCE**

### **RENTOKIL NATIONAL PEST CONTROL LLC**

**Worked as service coordinator for almost 1 year 3 months.**

#### **Key responsibilities :**

- Answering customer queries over calls
- Coordinating with the client and technicians
- Ensuring the technicians has complete resources to carry out the service .
- Ensuring communicating with client through email or calls .

### **HSBC INDIA PVT LTD :**

#### **Key Responsibilities:**

- **Answering customers queries**
- **Making payments**
- **Setting up instructions for all banking services with alternative banking channels.**

- **Customer centric service**

### **Concentrix Daksh Services India Pvt Ltd.**

Highlights: Worked as Practitioner for Etisalat Process in India -Bangalore

- Answering customer Complaints with regards to the product & Services Rendered
- Acted as liaison between company and clients.
- Responsible for marketing new business
- Processing payments for the services
- Trained other telemarketers when required.
- Reviewing customer KYC Documents
- Provided information concerning claims inquiries and Rewards available.

### **Customer Services Executive Infosys Bpo Ltd. Bangalore, India.**

#### **. Key Responsibilities: Helping customer with the queried related to BB and internet**

- Answering, screening and forwarding incoming phone calls.
- Organizing and scheduling appointments. Plan meetings and taking detailed minutes of the customer
- Answering customer query with regards to troubleshooting for customer products related to british telecom
  - Complaints handling
- Working with different computer programs (Word, Excel,Related ppt as well)