




Customer service Executive

AMILU ELSA NELSON

CONTACT

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Visa: Residence Visa

KEY SKILLS

Active listening skills



Social perceptiveness



Interpersonal Skills



Organization and Prioritization



Problem Solving



Team Leadership



INITIATIVES

- An event
Kunjattakilikal co-organized with ICDS, Kalamassery.
- Various street plays associated with child line and Rajagiri

MEMBERSHIPS

- Red Cross
- Rotary Club Cochin South Zone

CAREER OBJECTIVE

Enthusiastic and driven professional with 3 year experience providing exceptional customer service and exceeding sales goals. Skill communicator and problem solver with proven ability to interact with multicultural populations demonstrating patience and professionalism to resolve difficult situation.

QUALIFICATIONS

Masters of Social Work 2018-2020
Sree Amman Arts and science college, CGPA: 7.15
Bharathiyar University

Bachelors of Social Work 2013-2016
Rajagiri College of Social work (Autonomous) CGPA: 6.2

Intermediate 2011-2013
Sacred Heart Higher Secondary School 75%

WORK EXPERIENCE

Institute: **St. Thomas Hospital, India**
Job Profile: Customer service executive
Year: From 2016- 2018

Institute: **Smart Wings,UAE**
Job Profile: Tele Sales
Year: Oct 2020 – April 2021

Institute: **Dihari management, DU** channel partner
Job Profile: Tele Sales and customer relations
Year: From April 2021 to till now

Languages

- English (*Expert*)
- Malayalam (*Expert*)
- Hindi (*Intermediate*)
- Tamil (*Intermediate*)