AMALA K J

CUSTOMER CARE EXECUTIVE CUM SALES OFFICER

PESIONAL DETAIL

📍 kinattukara House
Kottayam

✉ amalakj062@gmail.com

📞 8075754636

📅 08/20/1999

INTERESTS

Traveling , Cooking, photography

LANGUAGE

English , Malayalam , Hindi , Tamil

ACHIEVEMENTS & AWARDS

Successfully completed 3 month Java course from G Tech Muvattupuzha

Successfully completed Software Training Program in Node Js /Artificial intelligence/Machine learning and My SQL Server From Zion IT Company Kochi

OBJECTIVE

To secure a mid level position in business development where I can deliver my strong and enhance the business ventures for the company expanding it reach and network.

WORK EXPERIENCE

SBI CARDS AND PAYMENT SERVICES PRIVATE LIMITED

01/10/2021 - 07/05/2023
Customer service cum Business Development Executive
•conducting customer satisfaction surveys to understand what areas of the company's services need improvements
•dealing with customer issues and churning out an easy-to-follow solution
•handling customer concerns and complaints in a timely manner
•searching for new clients, finding new potential services to offer, and helping the company expand to new markets.
• Nurturing relationships with clients
• Tracking business performance
• Allocating and managing the company's resources.

RBL BANK LIMITED

07/25/2023
Sales Officer cum Customer Service
•Familiarizing yourself with all products and services offered by our company
•Reviewing clients' feedback and implementing necessary changes
•Maintaining meaningful relationships with existing clients to ensure that they are retained.
•helping customers choose the right product for their requirements and budget

EDUCATION

John Joseph Murphy Memorial Higher secondary school

2015
SSLC
Grades - **87%**

John Joseph Murphy Memorial Higher secondary school

2017
Plu Two
Grades - **70%**

Al Azhar college of Engineering and polytechnic Thodupuzha

2021
Diploma in computer science Engineering(3 year)
Grades - **7.43**

SKILLS

Good communication skills -------Level: Expert
Multitasking -------Level: Experienced
Active Listening -------Level: Experienced
problem solving -------Level: Experienced
Time management -------Level: Novice

PROJECTS

Medical shop

02/16/2019 -
Team leader
Successfully completed and submitted a mini Project about
checking the medicine details

Facial Mask Detection

10/16/2020 -
Team member
Successfully completed and submitted a main project about
finding persons without wearing mask using java