

CURRICULUM VITAE

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RAMEEZA BEGUM

OBJECTIVE:

“To excel in the field I am performing.”

“To work consistently with efficiency and effectiveness and never to give up trying continuously for the success.”

Experience Summary:

- ❖ 4 years of experience in BPO industry as Team Leader.
- ❖ 1 Year of Experience in FMCG industry as VSS
- ❖ 2 years of Experience in International Voice, Email Support and MasterCard Authorization in WIPRO.
- ❖ 2 years of Experience in Customer Support & Sales.

Professional Experience:

Company	: HEPL (A Cavinkare Company)
Tenure	: 1st March 2022 to till date
Designation	: VSS (Virtual Sales Supervisor)

Professional Experience:

Company	: Wox Information Services PVT Ltd, Coimbatore.
Tenure	: 19 th June 2015 to 18 th Oct 2021
Designation	: Team Leader

JOB PROFILE:

- ❖ Responsible for overseeing the day-to-day Operations of the team, distributing the workload evenly amongst staff and making sure motivation and performance levels are maintained.

JOB RESPONSIBILITIES:

- Create an inspiring team environment with an open communication.
- Set clear Team goals.
- Delegate tasks and Set deadlines.
- Oversee day-to-day operations and motivate team members.
- Monitor team Performance and report on metrics.
- Giving prompt and accurate information individual staff member performance.
- Encourage creativity and risk taking.

- Discover Training needs and provide coaching to team members.
- Managing and monitoring staff attendance.
- Implementing new initiatives and making sure all staff understand them.
- Constantly looking for ways to improve processes. Reporting to the senior Managers.

Professional Experience:

Company : Wipro BPO Limited, Chennai.
 Tenure : 15th Dec 2008 to 19 Dec 2010
 Designation : Senior Associate

JOB PROFILE:

- ❖ Providing Customer Support -Handling International calls, Credit Card Blocking and Email Support.

JOB RESPONSIBILITIES:

- Authorization center - receive inbound calls for credit card authorization from processors
- Telex Authorization - will receive information via telex and approval code will again be sent via telex
- Live telex authorization - will contact the bank directly with the processor on the call via telex to get authorization code
- Two types of calls - GARS (Global Automated Referral System) and Stand-in
- Mainframe used for Stand-in calls
- ITAC (International Telex Authorization Center) used for GARS
- Cards blocking - File Maintenance and Account Management activities are done
- Lotus notes used for email support
- Citrix is used as the remote desktop application
- GEM (Global Event Management) and GSM (Global Service Management) applications used to store card block information.

Previous Experience:

Company : Veeras Infotek Private Limited, Bangalore.
 Tenure : 4th Sep 2006 to 4th Dec 2008
 Designation : Customer Support, Executive Sales, Tele Sales

JOB PROFILE:

- ❖ Providing front-line Customer Support -Handling calls, recording the problems, solving calls & escalating calls.
- ❖ Interacting with Vendors & distributors for getting better pricing to close the order as per customer needs.
- ❖ Selling Hardware & Software products and giving services to existing and prospective customers over the telephone via email and meet monthly sales goals.

JOB RESPONSIBILITIES:❖ **Customer Support Representative:**

- Record all calls in on-line help desk database.
- Providing ticket no to the customer when the call has been logged.
- Responsible that the call should be 3 hours response time & 2 days resolution time.
- Follow up on escalated calls where appropriate.
- Receive & resolve inbound customer technical supports calls via phone queue.
- Resolve inbound customer email inquiries when required.
- Effectively articulate necessary technical & Non-technical information to customer in a simple and concise manner.
- Must meet or exceed individual performance goals and metrics focused on providing superior Customer support.
- Responsible to maintain all SLA agreement, documents Etc...
- Responsible to send daily call pending report to team leader & support manager.

❖ **Tele Sales :**

- Selling hardware products like Laptops, Desktops, servers, printers and all accessories products over phone via mail.
- Selling security products like Symantec, McAfee, Trendmicro etc...
- To interact successfully with all the levels of the customer & IT provider organization.
- To maintain good relation with customers and efficient working environment.
- Responsible for convincing the customers.
- To achieve TLT & BLT targets.
- Responsible to make every customer feel welcome and comfortable throughout their stay while also helping them to make dining decision.

AREAS OF STRENGTH:

- Superb coaching and Mentoring Skills
- Excellent oral and written communications skills.
- Powerful telephone skills, able to establish immediately trust and confidence.
- Persistent, patient and sensitive to customer's needs and apprehensions.
- Effectively overcome objection to sales in a calming and convincing manner.
- Good negotiating and facilitation skills
- Excellent people management and administrative skills & Client service oriented.
- Reasonable technical understanding and ability to translate technical requirements.

EDUCATIONAL QUALIFICATION:

- **Bachelor of Engineering (Information Technology) (April 2004) – 65%**
Sri Ramakrishna Engineering College.
Bharathiar University, Coimbatore District.
- **HSC (March 2000) – 85%**
GKD Matriculation Hr Sec School, Coimbatore.
- **SSLC (April 1998) – 75%**
Pioneer Mills Hr. Sec School, Coimbatore.

SPECIAL CERTIFICATION & ACHIEVEMENTS:

- **SSE** - Symantec Sales Expert Certified.
- Participated in Inter College Dance Competition in TamilNadu Engineering College in the year 2003.
- Best project Award in the year 2004.
- Received good incentive for Selling No of Acer Desktop in the year 2007.

TECHNICAL EXPOSURE:

Operating System : Ubuntu, Linux, DOS, Windows 2010
Web Technologies : HTML
Database : Oracle, Ms Office

PERSONAL INFORMATION:

Fathers Name : H.Basheer Ahamed (Retd Inspector of police)
Permanent address : 34/18, Sri Balagi nagar, Rakkipalayam post, coimabtore-31.
Age : 38
Sex : Female
Marital status : Married
Hobbies : Listening to Music, Gardening, and Drawing

LANGUAGES KNOWN:

To speak : English, Hindi, Tamil and Urdu.
To write : English, Tamil

Declaration:

I do hereby declare that all the information that is furnished here are true to the best of my knowledge and belief.

Date:

Yours Faithfully,

Place: Coimbatore

(Rameeza Begum)