**SAIRA THOMAS**

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West Patel Nagar

New Delhi – 110008

**OBJECTIVE:**

To achieve organizational excellence with drive, initiative and commitment and come up in life as a talented professional in an organization providing excellent growth opportunities, professional satisfaction and a challenging work environment.

**WORK EXPERIENCE (1.4 Years) :**

**Sony India Pvt. Ltd**

* Worked as **Sales/Technical** Support Executive in **Sony India Pvt. Ltd.,** New Delhi.
* Providin**g Sales/Technical Training**.
* Making technical training modules and **giving theoretical classroom training as well as hands on training** to the new joiners.
* **Organizing Quiz / Group discussions** every month to assess the product knowledge.
* Help my Team Leader in **managing monthly data reporting and analysis** of the same.
* **Providing Backend operation/Data calculations**.
* Monitoring allocation of service requests to service centers & pending requests of all India regions through software portal.
* Expertise in using the CRMmodule of **SAP** for analyzing the current status of service request and

using **TALISMA** (CRM package) for registering customer requests.

AREAS OF EXPERTISE:

* Customer Relationship
* Team Management
* Product and Technical Training
* Backend Operation
* Sales and Technical Knowledge

SKILL SETS:

**Operating System :**Windows XP, Vista, 7, 8

**Software :** MS OFFICE

POST GRADUATION QUALIFICATION:

Currently pursuing **PGDBA in Finance Management ( 1st Semester )** from Symbiosis Centre for Distance Learning.

TECHNICAL QUALIFICATIONS:

|  |  |  |  |
| --- | --- | --- | --- |
| Degree/Course | University | Status | Percentage |
| B.TECH in Electronics & Communication Engineering | Sam Higginbottom Institute ofAgriculture, Technology and Sciences– Deemed University | 2012 | 75.5% |

EDUCATIONAL QUALIFICATIONS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Standard** | **Board** | **School** | **Year of Passing** | **Percentage** |
| XII | CBSE | Kerala School , New Delhi | 2008 | 58.8% |
| X | CBSE | Kerala School , New Delhi | 2006 | 77.6% |
|  |  |  |  |  |

****TRAINING :****

* Training on **TELECOMMUNICATION** at Advanced Level Telecom Training Centre (ALTTC), Ghaziabad from 13 June, 2011 to 8 July, 2011.
* Worked on a project entitled **BTS Battery Cabinet Security System** at Sam Higginbottom Institute of Agriculture, Technology and Sciences.

PROFESSIONAL STRENGTHS

* Proficient in English, Hindi and Malayalam.
* Possess good communication skills, analytical, relationship management skills and loyal work ethics.
* Willingness to work hard and learn things in any environment.

extra-CURRICULAR ACTIVITIES:

Served as a helping hand in the University’s Counselling and Convocation Programme.

PERSONAL MINUTIAE

**Date of Birth**  : 2nd January, 1991

**Nationality** : Indian

**Religion** : Christian

**Marital Status** : Single

**Languages Known** : English, Hindi , Malayalam

**Hobbies**  : Reading books and listening to music.

CERTIFICATION:

I hereby declare that all the information given is true and I am solely responsible for its

authenticity.

**Date : 15th October, 2014 SAIRA THOMAS**

**Place: New Delhi**