### RUPA VANIYAMPARAMBATH

**Kaloor, Cochin**

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**Mobile: 9567947059**

# Synopsys

# Extensive International work Experience interacting with Customers in the US

# Extremely Customer focused

# Possess excellent communication skills

# Prior Experience in Accounts, Office Management, Academic Counselling, and Customer Service

# Process oriented and hard working

# Excellent learning abilities and ability to adapt quickly to new environments and new roles.

# CAREER OBJECTIVE

I seek to join an organization, which will provide me wide exposure, sufficient responsibilities and opportunity to learn. My personal and professional growth should be in tandem with the organization.

# eDUCATIONAL QUALIFICATION

* **Bachelor of Arts (English Literature)** from Mahatma Gandhi University.

**TECHNICAL & COMPUTER SKILLS**

* Computer course in **MS Office** suite.
* Certified in Software Testing Training in ISTP (manual testing, QTP & Selenium).

**EXPERIENCE SUMMARY**

**Company name: M/s Vinod Chemicals Pvt. Ltd**

* Worked as **Administrative Assistant** with M/s Vinod chemicals Pvt Ltd, Cochin, C & F Agents of Dalmia Cement (B) Ltd., for three and half years(Nov 1999 to April 2003)

**Job Profile:**

* Administrative Activities such as handling correspondences, filing, despatch and receipts.
* Processing of claims. Arranging infrastructure and meetings.
* Co-ordinate with dealers and various branch offices.
* Data entry and archiving.
* Preparation and generation of reports.
* Handling customer queries.

**Company name**: **Lakotia Computer Centre**

* Worked as **Academic Counselor** with M/sLakotia Computer Centre, Cochin for seven months(April 2003 to Nov. 2003)

**Company name**: **Maples ESM Technologies Ltd.**

* Worked as **Academic Counselor** with Maples ESM Technologies Ltd, Chennai for 5 months.(Jan 2005 to may 2005)

**Company name**: **Orion Nissan, Navi Mumbai.**

* Worked as  **Sales Receptionist** with Orion Nissan, Sanpada for 4 months (Jan 2011 – April 2011)

**Company Name: Allstate, Northbrook, Chicago, USA**.

* Worked as a Customer Care representative in Roadside Services Department office for Allstate Insurance Company in the U.S from Mar 2014 to Mar 2016

Job Profile:

* Working as a part of the Resolution Specialist Team for Auto Insurance for following Providers
  + Allstate, BMW, Mini, AT&T, Verizon and Mercedes Roadside Customers.
* Filing records/details of inbound Customer calls
* Coordinating with the Police and Towing agents to help the customers having issue like Lockouts, Car break down, Battery Jump start, Fuel Delivery, Flat tire change.
* Managing Customer complaints/escalations

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| PeRSONAL DeTAILS    Name  Marital Status    Nationality  Phone  Hobbies  Languages known | Rupa Vaniyamparambath  Married  Indian  9567947059  Traveling, Reading  English, Hindi, Malayalam, Tamil |