

SAFEENA M V

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G A College P O

Calicut 673014

**Objective**

Seeking a challenging employment opportunity where total reliability and flexible support is required. My ambition is to endeavor to be the best in any task or responsibility entrusted and where I could use my potential to contribute to the vision and values of the organization.

Personal Skills

- Sincere, Hardworking and can work under pressure.
- Honest and well disciplined.
- Strive for utmost perfection in every work.
- Ability to work in a team.

Key Skills:

- Administration
- Microsoft Office – Excel, Word, PowerPoint
- Diploma in Computer Applications

Professional Experience

- **Court Practice.**
- **Customer care executive in an Insurance Company**
- **Trainer cum Administrator in IT Firm :-**
 - Train the candidates to do online jobs
 - Provide complete details of the jobs
 - Assist them while working
 - Telephonic support
 - Help them to collect their payment
- **Counsellor in Malabar Aviation Academy .**
 - Providing the course details to the clients
 - Telecalling the clients
 - Help the students to choose the course

Provide details of each course ,fee structure etc
Collect required documents from the students
Filing
Collect the payment
Help the MBBS students to to get admission in various countries
Give all assistance to them
Keep the files of the MBBS students

- **Customer Relations Executive in Builders**

Keep proper records of all documents/details of clients in a systematic manner
Prepare agreement based on the sale closed
Prepare and submit payment collection report weekly basis
Schedule the payment collection plan weekly basis
Ensure the timely collection of payments from customers
Resolve product or service problems by clarifying the customer's complaint within time bound
Coordinate with each department for solving customer's issues
Regular communication and updation of work progress report to the clients

- **Legal Documentation ,HR & Administration in Business firm(Presently working))**

Coordinate with Advocate regarding agreements
Office administration
Client relations
HR duties including shortlisting candidates,telephonic interview, preparing offer letter,leave records,other joining formalities,staff training etc
Maintaining the records and details of employees
Preparing service offer agreements
Client follow up etc

Professional Qualifications

Bachelor of Law (LLB) from Government Law College (University of Calicut), India, in the year 2010 (55%)

BA English Language and Literaturefrom Farook College (University of Calicut), India in the year 2010 (60%)

Plus Two from Kerala Board of Higher Secondary Examination,India in the year 2003 (78%)

SSLC from Kerala Board of Public Examination, India in the year 2001 (58%)

Personal Details

Date of Birth	:5 July 1985
Nationality	: Indian
Sex	: Female
Marital Status	:Married
Languages	:Malayalam,English & Tamil
References	:To be provided upon request.