

Contact no- 7483239765

Freeda Mablett

E-Mail: Frreeda.madlett@gmail.com

Date of Birth: Dec. 12. 1992

Gender: Female

Marital Status: Married

Professional Summaries: Customer Support Executive, Tele Marketing Executive, Customer Support Executive

Career Objective:

To work in a creative and challenging environment where I can constantly learn and deliver solutions to challenges thereby enhancing my work experience so as to accomplish the organizational skills and set and high standards of work discipline.

Key Competencies:

- ✓ Good Communication Skills
- ✓ Quick Learner
- ✓ Administration Handling

Educational & Professional Developments:

Qualification	Year	Degree	Broad University	Division
Degree	2014	BA	Bangalore University	Pursuing III Rd Year
PUC	2009	PUC	Pre-University Education	IInd PUC

Work Experience: 5 Years 7 months (Total years of Experience)

Organization: **Genysis Groups (BPO)** Currently working

Position Held: **Customer Support Executive**

Areas Of Responsibilities: **Capturing customer survey.**

Tenure: **2 Year**

- Understand the Issue and rectify according
- Providing the customer proper information about the compensation
- Capture the survey and report to the management.
- Customer is not satisfied, should understand the issue and rectify to satisfaction.

Organization: **Trident Hyundai**

Position Held: **Customer Support Executive**

Areas Of Responsibilities: **Front office Executive**

Tenure: **1.5 Year**

- Greeting all Customers at all time in a friendly and helpful manner
- In Case of walk in, Customers details will be taken and will be informed to the sales consultant to explain the customer about the cars.
- Answering the telephone and transferring calls/ taking and relaying messages.
- Receiving and distributing the post.
- In charge of the Car delivery.

Organization: **Country Club**

Positions held: **Tele Marketing executive**

Areas Of Responsibilities: **Sales**

Tenure: **2 Years**

- ✓ Calling on data and pitching the product .
- ✓ Generation of maximum leads.
- ✓ Generation of business

Organisation: Quikr India pvt Ltd

Position: Floor Supervisor, and Quality Analyser

Area of responsibilities:

Tenure: 2 years

*Taking escalation calls

* Auditing calls of the agents

Organisation : Tjs solutions

Designation: Team leader

Areas Of Responsibilities :handling the team with smart work

Achieving the above the target

maintaining the team in good and discipline manner

Technical Proficiencies:

1. Basics in Computers

Lingual Proficiencies:

1. English
2. Hindi
3. Kannada
4. Tamil
5. Telugu

Hobbies:

1. Reading Books
2. Dancing
3. Listening to Music
4. Watching Movie

Family Details:

Father: Mr. Andrews Jayaseelan
Occupation: Painting Contractor
Mother: Mrs. Mary
Occupation: House Wife
Siblings: Two

Permanent Address:

#307, 3rd Cross Annandapuram,
T.C Palya Post, K.R Puram
Bangalore- 560036

Date:

Place:

(A. Freeda Mablett)