

Cynthia Silvester

Horamavu Agara Road
Bangalore -560043
Mob-8904334741
cynthia.silvester.16@gmail.com

MBA with 18 Years Experience in Customer Support, Logistic Management, Training, AMC
Renewal Business - B2B and Channel Sales ,Purchase and Procurement ,Financial Transactions
and Collections ,Backend operations , Documentation and Office administration, Warehouse
stock Management . Office Administration and HR Recruitment and Payroll

Experience

Wisdom International School Academic head Cum Teacher From 2021 April till 2023 April Develop and manage comprehensive academic support program. Provide guidance to students on academic goals and educational issues. Assist students on course selection, study habits and career selection. Prepare and maintain student records according to district policies and administrative regulations.

Big Bash — Manager Purchase /Procurement /Office administration / Recruitment - . From 2017 November 2020 March Developing purchasing strategies, maintaining positive relationships with suppliers, coordinating with internal teams regarding their supply needs, Coordinating office activities and operations,Supervising staff and dividing responsibilities to ensure performance,Managing Travel Arrangements and appointments , managing inbound calls and emails. Tracking Office stationeries and sourcing the stocks .Knowledge in MS office and CRM .Recruitment of the candidates, Hiring the right candidate, Maintaining employee recordsProcessing company payroll, Documentation

Dell Technologies . Sr Customer Care Specialist July 2010 - July 2016 Works with customers and Distributors and understands and documents customer issues.. Facilitates customer order fulfillment. Monitors and tracks issues to ensure accurate resolution. Provides direct product/service advice and guidance to customers.Records and coordinates the status of equipment returns,replacements, sales orders, deliver schedules and financial transactions.

WeP Solutions Ltd , Executive -Escalations & Renewal Business - February 2004 - June 2010
Handling Management Escalations and Supporting Renewal Business For NOKIA,
Checkpoint , Sonicwall , EMC, RSA,TP ,Ironport,Nationally ,Compose and distribute
Partners & Resellers memorandums ,ensuring timely delivery and receipt.handling
Financial transactions and cheque collections.

AWARDS

Bronze Award From 2012 -2016 @Dell
Performance Award 2012 @Dell
Customer experience Award 2013 @ Dell
Michael Dell Championship From 2012 -2016 @Dell
Best Coordinator -2009 @WeP Solutions
Top Performer -2007 @WeP Solutions

EDUCATION

MBA in Business Management From Indian Institute of Business Management and Studies
Koramangala .Bangalore

SKILLS

Teamwork and collaboration,Patience , Adaptability, Empathy ,Taking Responsibility, Self
Control ,Efficiency , Problem solving,
Prioritizing, Detailing ,Negotiation, Integrity ,Follow ups

Languages Known

English, Hindi , Malayalam and Tamil

Thanks and Regards

Cynthia Silvester