

# Swapna Sashidharan



## Career Objective

A position, which can enhance my skills and work potential and invigorate an urge to perform and achieve goals. A challenging and tremendous growth perspectives and thereby advancing my career

## Achievements & Awards

- Appreciated and rewarded for excellent communication skill and resolution abilities.
- “Best Customer Experience “and Star of the Quarter - “Quality Performer”
- Awarded the “**Best Performer**” for 3years consistently [IBM]



+973 33578456



[swapna.sashidharan@gmail.com](mailto:swapna.sashidharan@gmail.com)

## Skills

- Adaptability - Willingness to accept and implement changes
  - Teamwork - Contribute fully towards the goals while supporting the team members
  - Leadership - Motivate teams to achieve goals on a constant basis
- 

## Professional Experience

### **Seed Training Institute**

Jan'2019 to present

**Secretary, Document Controller& Receptionist**

- It's a cultural Management workshop that teaches all type of educational courses.
- Maintaining diaries and arranging appointments.
- Preparing Costing sheets, maintaining the payables and receivables records for the company.
- organizing and servicing meetings (producing agendas and taking minutes)
- Prioritizing workloads. Managing database. Typing, preparing and collating reports for the company.
- Answering calls, taking messages and handling correspondence.
- Keeping a record of the organization's activities
- Keeping up-to-date contact details (i.e. names, addresses and telephone numbers) for the management committee and (where relevant) ordinary members of the organization.
- Compiling lists of names and addresses that are useful to the organization, including those of appropriate officials or officers of voluntary organizations.
- Acting as a receptionist and greeting clients / customers.
- I have been handling the petty cash for the company.
- Have kept an eye on the supplies / stationary.
- I also maintain the documents of the company and have been in the role of Document Controller.

# Swapna Sashidharan

## **Royal Art Centre S.P.C**

**June'2018 – Jan'2019**

### **Secretary to Managing Director**

- Worked for a Landscaping Company in Sitra, Bahrain.
- Worked as Secretary for Managing Director and handled the receptionist job as well.
- Assisted my boss in decision-making of quotations.
- Maintaining diaries and arranging appointments.
- Arranging travel documents, Scheduling meetings, organizing place for the meetings, taking care of office resources.
- Monitored employees who worked at different locations for our clients and made sure things are being done right.
- Monitored drivers through GPS.
- Handled petty cash.
- Answering calls, taking messages and handling correspondence.
- Also worked on Tally, filing of accounts for the company.

## **IBM (Concentrix Daksh Pvt Ltd)**

**Dec` 2009 – Feb` 2016**

### **Sr. Collections & Loan Approval Officer**

[Inbound and outbound process]

- Worked for an Australian Bank in the loan approval division. Certifying and releasing of loans for Australian Customers.
- Extensive call center representative experience
- Problem-solving with a positive, can-do attitude
- Strong familiarity with product information to inform customers
- Processed mortgage applications over telephone.
- Training: The batch performed remarkably well and was rewarded the best nesting team.
- Involved with Training, Planning, Monitoring and Documenting.
- Co-ordinate with the client to discuss quality and policy updates on a weekly basis.
- Worked as QA for 6 months internally.

## **Accenture**

**2007-2009**

### **Sr. Sales Executive (Sit up Channel, UK)**

[Inbound and outbound process]

- Marketing home products to UK customers.
- Fast, courteous, and knowledgeable customer service and support
- Excellent relationship building with ability to form a rapport with any customer
- Selling products that are advertised on TV
- Star performer for 3-4 quarters for sales
- Responsive product knowledge and expertise with confident recommendations
- Conflict de-escalation, talking down angry callers to turn them into satisfied customers
- To share team metrics and comparative statistics on a routine basis with the team, to develop performance awareness

# Swapna Sashidharan

## Roots to Wings

2006-2007

### KG Teacher

- Observe and record the progress and attainment of each student in the class.
- Plan lessons in line with national objectives, with the aim of ensuring a healthy culture of learning. Up to date with developments in the subject area, new resources, methods.
- Support students on individual basis through academic or personal difficulties.
- Organize extracurricular activities, such as school activities, social activities and sporting events

## Essel Creation

2004-2006

### Front Office cum Office Administrator

- Have handled accounts of the company.
- Managed the daily administration
- Handling the reception area.
- Coordinating with other departments as and when required.

## Education

- Degree: B.Com, Chhattisgarh University
- Proficient with Windows OS, MS Office – Word, Excel, Power Point.

## Personal Details

Date of Birth : 4<sup>th</sup> Feb 1985  
Marital Status : Married  
Nationality : Indian  
Languages : English, Hindi, Malayalam, Kannada  
Passport Number : N3050560  
Residing : Sitra, Bahrain  
CPR No : 850275237