

**M.Arunadevi,**

Mobile: 7708297457

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**Objective:**

To seek a position in a company where I can use the best of my knowledge, skills and also to broaden it for self as well as company's welfare.

**Education:**

- Bachelor of Engineering in Electronics and Communication Engineering, at Erode Sengunthar Engineering College with 88% - (2012 pass out).
- HSC at Devanger Girls Higher Secondary School with 91.5% - (2008 pass out).
- SSLC at Vellaikottai Sengunthar Higher Secondary School with 89.8% - (2006 pass out).

**Experiences: B.E ECE with 8+ Years**

**Company** : Agarwal Packers & Movers Limited  
**Designation** : Sales cum Customer Care Head  
**Period** : From April 2014 to Present  
**Achievement** : Best Claim In-Charge award in 2017 to 2020

**Responsibilities:**

- Responsible for initiating sales calls to prospective or current clients
- Supervise accounts daily to retain existing relationships
- Responsible for price and service negotiation with customers and carriers
- Responsible for creating sales goals to aid in achieving targets
- Uphold rapport with clients and prospects
- Nurture new sales leads to secure business
- Responsible for offering quotes to current and prospective clients
- Responsible for supervising shipments until delivery completed to guarantee smooth operations and customer satisfaction
- Ensure that all the request, queries and complaints of customer are responded on timely with Professional manner.
- Developing and maintaining the relationship with the Customers.
- Follow-up and track the customer enquiries on day to day process.
- Maintaining record of all enquiries & related information in Systems.
- Research and compile answers to provide information to the customers.

**Company:** Syrma Technology Private Limited

**Designation:** Quality Controller

**Periods:** From Feb 2013 to March 2014

**Responsibilities:**

- Interaction with in the team to ensure process excellence in terms of productivity & quality.
- Delivering a quality product to the customer.
- Providing the feedback of the customers to the management for improving the services.
- Resolving the customer's issues and took appropriate actions accordingly.
- Communicate with all departments to ensure orders are processed accurately.
- Maintaining catalogue & product information.

**Personal Profile:**

**Father's Name** : V. Mariappan

**Date of Birth** : 06-03-1991

**Sex** : Female

**Marital Status** : Married

**Languages Known** : Tamil, English & Hindi

**Address** : 9/216, 48<sup>th</sup> St, Sidco nagar, villivakkam Ch - 49

**Declaration:**

I hereby declare that the information furnished above is genuine to the best of my conscience.

Place:

Date:

(M.Arunadevi)