

CONTACT

Arathi V

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OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

03/2022 - 09/2022

- **Customer Service Representative**

Western International Group - Nesto Online

Key Responsibilities

- Manage and resolve customer inquiries via phone, email, and chat.
- Maintain a high level of knowledge about company products and services to provide accurate information to customers.
- Investigate and resolve customer complaints, ensuring a timely and satisfactory resolution.
- Document customer interactions and feedback in the CRM system.

EDUCATION

2022-2024

- **Farook Institute of Management Studies**

Master of Business administration

2016-2019

- **University of Calicut**

BSc Physics

SKILLS

- Interpersonal Skills
- Decision Making
- Problem Solving
- HTML
- CSS
- Microsoft Office

LANGUAGES

- English ✓ ✓ ✓
- Malayalam ✓ ✓ ✓

PERSONAL DETAILS

- Date of Birth : 03/05/1998
- Driving Licence : KL 18 20210002123

REFERENCE

- Dr.Ahamad Riaz - Farook Institute of Management Studies
Director & Professor
9446477340

CERTIFICATION

- Python and Django Framework (Soften Technologies)
- Member of NIPM Kerala Chapter

DECLARATION

- I hereby declare that all the information given above is true and correct to the best of my knowledge.I shall be grateful if you provide a chance to work with you.



ARATHI V