**JYOTHI MIDHUN**

**Email ID. Jyothimidhunvs@gmail.com**

**Mobile No:** +**91-9947127745**

***Career Objective***

Seeking a suitable position in an inspiring and challenging environment of a progressive organization where I can put-forth my best and enthusiastic activities to achieve the organization goals.

***Profile Summary***

* A result oriented professional of 8 years of experience in Customer service and banking industry

* Well organized with a track record that demonstrates self-motivation, creativity and initiative to achieve organization goals
* Timely achievement of set goals

***Education***

* Bachelor Degree in Commerce (B.Com) from,**Mahatma Gandhi University** in 2006.

***Work Experience:***

***Since January 2022 - March 2023***

***Working as*** Customer Relationship Executive at Cochin Motors Pvt Ltd, Vyttila, Kochi

* *Reach and maintain CSI Score 9*
* *Doing PSF*
* *Address the customer complaints and resolve it.*
* *Prepare Jobcards and Maintain it periodically .*
* *Encourage good customer service practices*

***Since November 2020 - December 2021***

***Working as*** Customer Relationship Executive at EVM HONDA, Vyttila, Kochi.

**JOB PROFILE:**

* Doing PSF.
* Handling customer complaints.
* Maintaining PSF and NDC Reports.
* Sending thanks message to customers in the evening.

***Since January 2020 - October 2020***

***Worked as*** Customer Relationship Officer for **Bajaj Auto Showroom**, Vyttila, Kochi.

**JOB PROFILE:**

* Remind the customer regarding services on time.
* Collect customer feedback after service.
* Enter job cards in CDMS.
* Do telesales (Under Body Coating and Insurance renewal)
* Handle incoming calls and Mails

**Since October 2013- October 2014.**

Worked as Customer Relationship Officer at Eben Telecom Pvt Ltd for **Federal Bank** , Aluva, Kochi.

**JOB PROFILE:**

* Managing Intrnet Banking Activities
* Handling calls,Mails and online chats.

**Since June 2012 July 2013**

Worked as Telecaller for Talent Nurturing Training Institute (TNTI) Edappally.

* Make calls and explain the students/parents about the different courses provided at academy.
* Handling inbound and outbound calls
* Explain the eligibilty criteria,course structure,course details.
* Make walk-ins of students/parents.

**Since November 2007- December 2009.**

Worked as Customer Relationship Officer at Sri Guru Raghavendhraa Services Pvt.Ltd.for **Vodafone** ,Cochin.

**Since March 2006 to February 2007**

Worked as Front Desk Executive at C M C Hospital, Kottayam

* Capturing patient details for new Registrations as well as registration renewal
* Cash collection and Providing receipts
* Preparing scanning reports with the help of doctor
* Front office management.

***Passion & Interests***

Singing and Listening to music

***Languages Known***

Proficient with English, Hindi, Tamil, Malayalam

***Personal Details:***

Name : Jyothi Midhun

Permanent Address : Veluthedath house, Pachalam Cochin-682012

Kerala,India

Present Address : Ponnadisseril House, Thilak Club Road, Ayyappankavu,

Kerala ,India

D.O.B. :05-09-1984

Gender. : Female

Marital status : Married

**DECLARATION:**

I hereby declare that the details furnished above are true to the best of my knowledge.

Jyothi Midhun.