** R E S U M E**

SREEJA VALSAN

SREEVALSAM (KUNDUVELIL HOUSE)

NETTOOR PO

MARADU VIA

ERNAKULAM

PIN:-682040

CONTACT NO:-9895964480, 9895338960

**Email Id: -** [**raj.karthika.sreekutty78@gmail.com**](mailto:raj.karthika.sreekutty78@gmail.com)

**Holder of valid Kerala driving license:-39/5638/2013**

**Holder of valid Passport No: - M9284668**

**OBJECTIVE**

Seeking a position to utilize my skills and abilities in the field that offers

Professional growth while being resourceful, innovative and flexible.

**PROFESSIONAL EXPERIENCE (TOTAL EXPERIENCE –6 YEARS)**

1. **Ten Days training in KERALA SMALL INDUSTIES DEVELOPMENT CORPORATION LTD(KSIDCL) (22-09-2008 TO 04-10-2008)**
2. **One year Apprenticeship training in HINDUSTAN ORGANIC CHEMICAL LTD**

**(10.12.2009 TO 09.12.2010)**

1. **One Year in SAI SERVICE STATION AS CUSTOMER CARE EXECUTIVE**

**( 19-11-2012 TO 31-12-2013)**

**As on worked 01.01.2014 TO 11.04.2014 CUSTOMER CARE MANAGER in SAI SERVICE STATION Pvt. Ltd**

1. **From 11.11.2014 to 03.07.2018 worked as Customer care in charge (Priority Relationship Executive) as on Dealer of MERCEDES BENZ RAJASREEMOTORS Pvt. Ltd.**
2. **03-09-2018 to 31-01-2019 in Emasco Business Associate as private Secretory. (Gulf Authorised Company).**

**Education:**

B.com in Mahatma Gandhi University (2012)

Board of Vocational done in 1st class (2008-2009)

Board of General done in 1st class (2007)

**TECHINICAL QUALIFICATION**

* **Short Hand English : Higher**
* **Short Hand Malayalam : Lower**
* **Typewriting English : Higher**
* **Typewriting Malayalam : Lower**

**COMPUTER KNOWLEDGE**

* **Accounting Package : ERP , SAP, TALLY 7.9,7.2**
* **Operating System : MS OFFICE , WINDOS 7,8,9 Dealer management System (DMS) Sai Soft (MS DOS) Talisma, Handling FTIR**

**JOB PROFILE IN HINDUSTAN ORGANIC CHEMICAL LTD**

One year apprenticeship training (December 2009-December 2010) in M/s Hindustan Organic Chemical Limited (HOCL), Ambalamugal on the following:

1. **Office Assistance, Secretarial Assistance, Record Keeping & Despatch works.**
2. **Computer Operations – MS Office (Word, Excel, Outlook, Power Point)**
3. **Fax**
4. **Shorthand & Typewriting in English**

**CUSTOMER CARE EXECUTIVE IN SAI SERVICE**

**JOB PROFILE**

* Opening of job cards
* Front Office in charge
* Contacting customer complaints and solving issues.
* Attending incoming calls and outgoing calls. Connect inter calls.
* Managing front office desk operating
* Arrange daily newspapers check daily newspapers and weekly magazines.
* Monitoring courier section couriering mails and record keeping and signature take in particular received person.
* Monitoring customer launch and front office housekeeping cleaning proper or not if not take action
* Complaint case studies and sending to Maruti Regional Office (RO)
* Conducting camps for service promotions
* Greet customers, schedule service appointments and receive vehicle information
* Inform to Customer next service Period and take appointments for advance booking

**Trainings Attended by Maruti Suzuki: -** Customer Care Executive Soft Skill, Level-1 and 2

PROFESSIONAL EXPERINCE AS **CUSTOMER CARE MANAGER**

IN SAI SERVICE STATION:

Service quality standard implementation as per Maruti procedures.

* Executing of Bulletin’s and circular’s from Maruti.
* Complaint case studies and Field Techno cal Information Reporting (FTIR) to Maruti.
* Attending JDP customers in a JDP city workshop
* Greet customers, schedule service appointments and receive vehicle information.
* Attend requests of the service desired and explain the repair and service order.
* Handle the customer complaints and ensure high customer satisfaction standards.
* Promote the service facilities to increase repeat business
* Perform after service follow ups and develop strong relationships.
* Guiding employees in handling difficult and complex problems and in resolving
* Escalated complaints and disputes.
* Examined the vehicle to analyze extent of damage and malfunctions
* Preparing the presentation for the maruti meeting
* Given soft skill training to Customer Care Executives
* Computer skill in Dealer management system (DMS), Entrepreneurs resource planning (ERP), Sai soft (MS Dos), Talisma Handling , Field Tactical Investigation Report ( FTIR) All our DMS, Talisman, ERP are made in oracle software

**CUSTOMER CARE IN CHARRGE (Priority Relationship Executive) as on Dealer of MERCEDES BENZ RAJASREEMOTORS Pvt . Ltd.**

* Handle the customer complaints and ensure high customer satisfaction standards.
* Promote the service facilities to increase repeat business
* Perform after service follow ups and develop strong relationships.
* Guiding employees in handling difficult and complex problems and in resolving
* Escalated complaints and disputes.
* Contacting camp and customer relationship.

**Trainings Attended by Mercedes Benz India Pvt. Ltd (Pune Plant: -** Customer Care Executive Soft Skill, Level-1 and Certified PRE (Priority Relationship Executive)

**PROFILE IN BRIEF**

 Highly competitive, self-starter who is organized, disciplined, and goal-oriented.

 Have good telephonic manners.

 Excellent communication skills demonstrated by ability to work with people of diverse

Backgrounds with good leadership and participation.

 Self-motivated with excellent problem solving skills.

 A real team player and willing to work in a high-pressured environment, Complete the assigned work sincerely

**Personal Profile:**

Husband Name : Rajesh K.B

Date of Birth : 06 APRIL 1992

Marital Status : Married

Languages Known : **Malayalam, English, Hindi, and Tamil**

Nationality : Indian

Computer Skills : AutoCAD, MS Office, Windows XP.

If given an opportunity to join your esteemed organization, I promise to undertake all my assigned duties with utmost dedication, hard work and integrity to the fullest satisfaction of my superiors.

Place: KOCHI SREEJA VALSAN

Date: 29.01.2023