

# SHRAVANI

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## Career Objective

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To create a positive, first impression for myself in the Customer Service and Sales function in an organization where I can work efficiently in order to achieve the goals and objectives and ensure that all queries of customers are handled and resolved and to consistently deliver the highest level of customer service at all times.

## Key Skills

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| <ul style="list-style-type: none"><li>• Advanced customer service offered with presentable, amicable conduct.</li><li>• Excellent communication and interpersonal skills.</li><li>• Able to work in a busy, competitive, and target-driven environment.</li><li>• Ability to handle multiple tasks at a time.</li></ul> | <ul style="list-style-type: none"><li>• High Self-Motivation / Challenge Directed / Results Oriented.</li><li>• Willingness to work co-operatively as part of a team.</li><li>• Time Management / Maintains Equilibrium Under Pressure.</li><li>• Ability to build rapport with and relate to a wide range of people</li><li>• Flexible to adopt changes and implement them accordingly.</li></ul> |
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## Computer Skills

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Proficient in Microsoft Office Applications (Ms-Word, Ms -Excel, Ms-PowerPoint)

## Work Experience

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**Role: Administration Assistant**

**Company: VLN Cold Storages Pvt Ltd**

- Answering inbound calls in support to customer needs and assist them patiently with their queries as well as up selling the products of the company
- Ensuring all information regarding the customer call is complete and updated in the company's system.
- Responsible for replying to client's enquiry sent via email
- Issuing of monthly invoices to customers and clients and ensuring their payments has been received in timely manner
- Maintained & updated database
- Managed petty cash
- Employee attendance register and timesheet maintenance

- Report generation.
- Performed other duties as directed

## **Educational Qualifications**

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- Masters in Business Administration
- Bachelor's Degree in Commerce

## **Referees**

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Available on request