**Mrs. Vaishali C Turner**

**Customer Service & Administration Professional**

**Mobile: 91-9106195415**

**E-mail: -** [**vcturner1981@gmail.com**](mailto:vcturner1981@gmail.com)

**Job Objective:**

Looking for an opportunity as an Education Counselor where I can fully utilize my counseling skills. I am looking for opportunity in Mumbai, Delhi, Udaipur, Pune, and Jaipur city..

**Personal Summary: -**

13+ years’ Professional experience in administrative, Counseling and customer relation function with group of companies. Vast explore in customer service, Customer Database management, payment Follow-up and extensive administrative related task. Innovative and reliable team player with strong organizational, communication, analytical, problem solving, customer service, time management and IT skills. Seeks a Challenging role to maximize the potential of education, gained experience and work skills.

**Strengths:**

* Strong Customer Service Skills
* Letter Drafting
* Correspondence Handling
* Administration Background
* Multicultural interaction
* Perform Under Work Pressure
* Record maintenance
* IT Related work
* Travel arrangements
* Ability to multitask
* Confidentiality

**Achievements:**

* Track record of dealing with multicultural clientele and resolving their problems effectively
* Over achieving targets and handling students and generating references and success visa ratios.
* Demonstrated high grade of administration skills and performed with utmost efficiency.
* Successful in maintaining confidentiality of company details / records / documents.
* Successful in applying other countries visa, Air Ticket and Hotel Bookings.

**Key skills:**

* Reliability
* Team building skills
* Analytical and problem solving skills
* Decision making skills
* Effective verbal and listening
* Communications skills
* Adaptability
* Good interpersonal skills
* Organizational skills
* very effective organizational skills
* Effective written communications skills
* Time management skills
* IT skills
* Problem solving skills

**Computer Skills: -**

DTP, MS-Office, SAP business Module, C4C & Internet applications and operations. These skills were acquired through obtaining Diploma training from ACT (INDIA) in 2000 with a First Class pass.

**Professional Experience: -**

**Education India**

**Duration: Febuary 2019 to Present**

**Profile: Canada Counselor and Processing**

**Job Duties:**

* Counseling & assisting students/parents with proper details for Canada Education and there laws
* Suggesting Program according to their fields and interest**.**
* Application in colleges and universities & taking follow up for offer letter.
* Processing Student Visa

**Careerline Education Foundation, India**

**Duration: June 2018 To January 2019**

**Profile: Counselling and Processing**

**Job Duties:**

* Counseling & assisting students/parents with proper details for Canada Education and there laws
* Suggesting Program according to their fields and interest**.**
* Application in colleges and universities & taking follow up for offer letter.
* Processing Student Visa

**GEPSI Immigration Service Inc, India**

**Duration: August 2017 To May 2018**

**Profile: Counsellor & Admission**

**Job Duties:**

* Counseling & assisting students/ parents in settling their queries suggesting course according to their fields and interest**.**
* Application in colleges and universities & taking follow up for offer letter.
* Online Appling ATIP.

**Professional Experience in Dubai, UAE: -**

**V-TAC Technologies DMCC [Multinational company of LED Lighting]**

**From September 2012 – June 2017.**

**Profile: Customer Service + Admin Secretory + Office Manager + PRO [Multi-Tasking Job]**

**Duties:**

* Maintains office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
* To provide executive assistance with daily duties and responsibilities to the head of department. To be the first point of contact to provide assistance whenever required.
* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
* Coordinating with other worldwide offices
* Maintaining dairy for properties EMI, Maintenance and Tenancy Contracts
* Making online payments for property services charges + credit cards + Utility Bills
* Having complete knowledge of Applying visa in DMCC and for other countries.
* Handling server and hardware related queries
* Making Purchase + Sales order in SAP
* Booking Flights and Hotels
* Manage travel itineraries and international travel of the Directors, to their exact requirements and specifications
* Performing Filing & data management
* Taking care of all administration work
* Schedule meetings and arrange conference ROOMS.
* Prepare data / information for consideration prior to meetings and presentation during meetings for and on behalf of the Directors.
* Manage and oversee the entire departmental administrative operations of the organization.
* Create Excel spreadsheets and other relevant software programs for corporate functions and for management’s referral and more.

**Professional Experience in India:-**

**Mircrolink Solution Pvt Ltd [IT Company], India**

**Duration: 4 Years - April 2008 to July 2012**

**Profile: Sales Coordinator + Tender Making Executive**

**Job Duties:**

* Managing all the sales related activity of the company.
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Writing up accurate and grammatically correct sales correspondence
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Effectively communicating with customers in a professional and friendly manner
* Ordering and ensuring the DELIVERY of goods to customers.
* Supporting the field sales team.
* Doing Administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Contacting potential customers to arrange appointments.
* Resolving any sales related issues with customers.
* Completing the administrative needs of the Sales Department.
* Making follow-up calls to confirm sakes orders or DELIVERY dates.
* Responding to sales queries via PHONE, e-mail and in writing.
* Online tendering searching and prepare the documents
* Taking follow up for certificates for tendering
* Submitting tenders on time

**Datatech [IT Company], Ahmedabad, India**

**Duration: 4 Years - March 2004 to March 2008**

**Profile: Call coordinator + Customer Service**

**Job Duties:**

* Co-ordination with hardware vendors for closing spare related calls.
* Ensure all User issues are managed from inception through resolution.
* Accept requests for assistance or problem reports from users.
* Obtain necessary information from users to adequately describe the request or problem report.
* Enter information into the problem tracking system
* Directly respond to the request or problem if within own areas of expertise.
* Complete information on problem reports that were solved personally and close report in problem tracking system.
* Direct the request or problem to the most appropriate support area (e.g., specialist, support organization)
* Liaison with user to ensure that requests or problem reports have been satisfactorily handled.
* Manage central IT FACILITY MANAGEMENT helpdesk.
* Ensure closure of a problem / issue that creates a reason for escalation.
* Identify ways to improve customer satisfaction and maintain quality of services.
* Use helpdesk system to manage / track calls and monitor SLA violation.
* Updating the products in inventory records
* Maintaining Centralized Escalation Contact Matrix of all the Vendors.
* Maintaining Centralized Escalation Contact Matrix of all the Process Owner.
* Coordinating with respective teams for timely closure of problems.

**Company Name: Silver Touch Pvt Ltd [IT Company]**

**Duration: 2 Years - Jan 2002 to Feb 2004**

**Profile: Call coordinator + Customer Service**

**Job Duties:**

* Co-ordination with hardware vendors for closing spare related calls.
* Ensure all User issues are managed from inception through resolution.
* Accept requests for assistance or problem reports from users.
* Obtain necessary information from users to adequately describe the request or problem report.
* Enter information into the problem tracking system.
* Directly respond to the request or problem if within own areas of expertise.
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* Coordinating with respective teams for timely closure of problems.

**Education Qualification: -**

**10th from Gujarat Board, India in the year 1997.**

**Diploma course of Interior Designing from IITC in the year 2001. [Full Time]**

**Personal Details:**

Date of Birth: - **05/May/1981**

Marital Status: - **Married**

Nationality: - **India**

Languages: **- English, Hindi & Gujarati**

Hobbies: - **Painting, Listening to Music & Travelling.**