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**ANJANA AJAY**

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**Bahrain Id : 870969480**

**PROFILE**

Accomplished, enthusiastic IT professional with experience in system related jobs, sales and customer care executive. Highly efficient at creating and maintaining good customer relations and to achieve the professional goals of my organization and create value for clients through a culture of continuous learning, innovation, respect for the individual, and there by resulting in mutual benefit. Proven ability to communicate sales tactics and strategies to other professionals through strong presentation skills.

**Work Experience**

* **Senior Customer Care Executive ,Call Center at Tasters Choice SPC from March 2019 to Present.**

**Main Roles and Responsibilities.**

* Answer incoming calls and respond to customer's reviews.
* Management and resolve customer complaints.
* Sell products and place customer orders in the computer system.
* Identify and escalate issues to corresponding department
* Provide product and service information to customers
* Document all call information according to standard operating procedures
* Follow up customer calls where necessary.
* Complete call logs and reports. Other duties as assigned.
* Refer unresolved customer grievances or special requests to designated departments for further investigation.
* **Sales Coordinator and Technical support in GAMBIT CONSTRUCTION WLL from January 2017 to February 2019.**

**Main Roles and Responsibilities.**

* Coordinate sales team by managing schedules, filing important documents and communicating relevant information.
* Given information related to company services in ground engineering field.
* Ensure the adequacy of sales-related equipment or material.
* Respond to complaints from customers and give after-sales support when requested.
* Store and sort financial and non-financial data in electronic form and present reports.
* Handle the processing of all orders with accuracy and timeliness.
* Inform clients of unforeseen delays or problems.
* Installing and configuring computer hardware and software systems, networks.
* Providing technical support across the company.
* Setting up accounts for new users.
* Testing new technology.
* Possibly training more junior staff members.
* Assist in the preparation and organizing of promotional material or events.
* Monitor the team’s progress, identify shortcomings and propose improvements.
* Ensure adherence to laws and policies.
* **1 Year worked as Assistant Accountant in Manapuram Finance from February 2016 to December 2016 in Kerala.**
* Working with spreadsheets, sales and purchase ledgers and journals.
* Preparing statutory accounts.
* Calculating and checking to make sure payments, amounts and records are correct.
* Sorting out incoming and outgoing daily post and answering any queries of customers.
* Managing petty cash transactions.
* Controlling credit and chasing debt.
* Update with gold rate and maintain records of each customers.
* Check gold purity and rate according to daily established gold rate and calculate cost approximate to that.
* **2 Years worked as System Engineer in EDUZAT TECHNOLOGIES from August 2014 to Januvary2016 in Kerala.**

**Main Roles and Responsibilities.**

* Managing and monitoring all installed systems and infrastructure.
* Installing, configuring, testing and maintaining ,systems, application software and system management tools.
* Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.
* Maintain security, backup, and redundancy strategies.
* Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks.
* Participate in the design of information and operational support systems.
* **2 Years worked as Customer Interaction Executive (HSD Dept.) in RELIANCE HR SERVICES Pvt Ltd from 2012 February to 2014 July**

**Main Roles and Responsibilities**

* Answer calls professionally to provide information about products and services or obtain details of complaints.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Informs clients by explaining procedures; answering questions; providing information.
* Follow up to ensure that appropriate actions were taken on customers' requests.
* Refer unresolved customer grievances or special requests to designated departments for further investigation.
* Resolve all network and connection related issues depending upon the operating system.

**Education Qualification:**

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| --- | --- | --- | --- | --- |
| **Course** | **Institution** | **Board/ University** | **Year of Passing** | **Percentage of Marks** |
| **MCA** | West Fort Higher Education Trust,  Trissur, Kerala . | Calicut University | 2011 | 61.125% |
| **BSc Mathematics** | Christian College ,  Kattakada,  Trivandrum. | Kerala University | 2008 | 77.5% |
| **HSC**  **SSLC** | Govt.Higher Secondary School Kulathummal, Kattakada.  Chinmaya Vidyalaya Vazhuthacaud,  Trivandrum | Kerala board  Board of Public Examination,  Kerala | 2005  2003 | 85%  79.2% |

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| **Accomplishments** | * Participated in National Seminar About Information Security. * First prize in Paper presentation about Multitired. Web Based Application. * First prize in Art Competition. |  |  |

**COURSE WORK**

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| **Key Courses** | * Management Information Systems * Application Software * Internet | * Software Development * Operating System * Database Management System * Web Technologies |  |
| **Projects** | Major Project: I have done my PG Project in Traffic Information System with Cyber Prism, Subjected as GLOBAL TRAFFCE INFORMATION SYSTEM. | | |

**PERSONAL DETAILS**

Father’s Name : V. Ajaya Kumar

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

**DECLARATION**

I hereby declare that the above information is correct and true to the best of my knowledge and if given an opportunity I promise to give the best of my abilities to the organization.

**Place: Salmaniya**

**Date: ANJANA AJAY**