

Name: Reethu Kumari. S
Work Experience: 2.5 Years
Designation: Customer Relations Consultant
Mobile No: 9176984396
Email id: reethuraja383@gmail.com

Carrier Objectives

To Succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development to achieve personal as well as organization goals.

Working Experiences

Company Name : Sulekha.com.
Experience : 7 Months (From 04th Jan'18 to till 02nd Aug'18)
Designation : Customer Relationship consultant

Job Description:

- Worked in a multiple process like Voice /Non voice, chats, team handling etc.
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Company Name : Hermes I ticket Pvt ltd.
Experience : Approx. 7 Months (From 26th Sep'18 to till 11th April'19).
Designation : Sales Executive.

Job Description:

- Worked in a multiple process like Voice /Non voice, emails, chats, team handling etc.
 - Sending daily reports to higher authority and maintaining good consistency level at the process.
 - Assist and motivating the less experienced staff to achieve high standards and targets.
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Company Name : Allianz Worldwide Partners (India) assistance Pvt ltd working for Ford India Pvt Ltd.
Experience : 15 Months (DOJ- 13th Jan'20)
Designation : Customer Relationship consultant.

Job Description:

- Handling customer concerns through SAP based customer relationship management.
- Handling e-mails, telephone, social media and Direct MD concerns.
- Coordinating with Ford dealerships, plant technical team, Parts distribution centers and Ford field team to resolve the customer concerns/complaints quickly and effectively.
- Building positive relationship with customers.
- Analyzing customer issues and provide corrective actions.
- Obtain customer feedback and recommend service improvement.
- Work closely with managers to strengthen customer relationships.
- Assist and motivating the less experienced staff to achieve high standards and targets.
- Maintain a database of customer service and communication documents.
- Acting as the face of the business.

Educational Background

Degree	Institute/College/School	University/Board	Year	Percentage
B.A Sociology	M.O.P Vaishnav college for Women	University of Madras	2015	78%
12th STD	Lady Sivaswamy Ayyar Girls' Higher Secondary School	TN State Board	2012	75%
10th STD	St. Raphaels Girls Higher Secondary School	TN State Board	2010	65%

Achievements

- Received the best PBO award and certificate from the National Head for achieving more business than the target.
- Received special award for receiving more appreciation mails from customers.
- Taken training for soft & effective communication skills.

Strength

- Quickly learning
- Adaptability
- Work with a team
- Good listener

Computer knowledge & Extra-Curricular Activities

- MS office (Word, Excel, Power Point and Outlook)
- Reading Books, listening music and cooking

Personal Particulars

Date of Birth : 02nd Jan'1994.
Father's Name : Subash Chand Tiwari
Nationality : Indian
Gender : Female
Marital Status : Unmarried
Address for Communication : No 23/11, Vadagu Edyar Street, Mylapore, Chennai - 600004

Declaration

I hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Place: Chennai

Date: 04/28/21

Reethu Kumari. S