**RESUME**

**VIJAYA NADAR**

1,Kamaraj chawl,

Kamaraj Nagar,

Behind Anthony Church,

Tembipada Road.

Bhandup(W).

Mumbai-78

E-mail: [vijaya2792@gmail.com](mailto:vijaya2792@gmail.com)

Contact no:7666086167

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| **Objectives:** |

To pursue a challenging career in the global corporate world with efficiency, productivity and creativity in the organization with my potentials and to use my qualifications progressively, respecting the confidence that would be conferred on me.

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| **Work Experience:** |

**1. DHL Logistics**

**Designation:** **Senior** **Process Associate**

**From 24th March, 2014 – Present**

* **Job Profile :**
* Create, maintain and update database of customers with complete and accurate information.
* Respond to customer inquiries emails
* Provide written information in a timely, clear & concise manner.
* Coordinating with lot of parties to obtain various information for shipments in transit(milestones) and update end customer.
* Handling cases when any shipment in transit is facing any type of issues, delays and escalating wherever necessary to resolve the issue.
* Finding the solutions to eliminate root causes and maintain accuracy.
* Preparation of detailed daily,weekly and monthly Report of various customers.
* Mentoring new joiners and helping them understanding the functionality of the department.
* Tracking and tracing shipment of every order and preparing report as required.

**2. Serco Global Services**

**Designation : Customer Service Associate**

**From 01st April 2013 till 15th March 2014.**

**Job Profile :**

* Handling Calls for reality business purposes.
* Helping customers in buying, selling & renting homes.
* Solving queries & training new members in the process and answering agent queries.

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| **SKILL SET** |

* + Good grasping abilities.
  + Willingness to learn new things.
  + Ability to work for long hours.
  + Ability to work with multiple groups across the organization.

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| **Academic Background:** |

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| **Exam** | **University** | **Year** | Institute | Class |
| S.S.C | Mumbai | 2006-07 | Maharashtra state board | 69.69% |
| H.S.C | Mumbai | 2008-09 | Maharashtra state board | 64.17% |
| Bsc .(computer science) | Mumbai | 2011-12 | Mumbai university | 50.25% |

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| **TECHNICAL Skills:** |

1. **Languages**: HTML,Vb.Net,Asp.Net,Javascript, C, C++,

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| **PROJECT:** |

**Project Name:** Design and Develop **“Computer Hardware Management System”**

**Languages: SQL,Vb.net**

**Details:** Designed software for Computer hardware management system.

Developed page layout using VB.NET .

Validations are done by proper VB.net codings.

Crystal Reports are also developed using VB.Net.

SQL is used as backend.

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| **Personal Information:** |

* Date of Birth : 29th Jan 1992
* Gender : Female
* Nationality    : Indian
* Languages Known  : Tamil,Hindi,English
* Strengths : Team player, Honest, Positive attitude, Disciplined

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| Declaration |

 I hereby declare that all the information given above is true and best of my knowledge.

**Place : Mumbai**

**Date : ( Vijaya Nadar )**