*M R Parvathi*

*PLOT NO. 365 PADMAVATHY STREET*

*SRINIVASA NAGAR*

*MADIPAKKAM*

*CHENNAI - 600091*

*E-Mail –* *jijoram@gmail.com*, bookspenspets@gmail.com

*Mobile: 9677024887*

* *A live wire result-oriented self starter having good communication skills and command over 3 languages – Tamil, English & Hindi*
* *Having a professional experience of about 10 years*
* *Well versed in dealing with both International and Domestic clients, handling Sales, Service & Customer Relation.*

*Profile*

*Academic:*

*B.Com. from Annamalai University*

*LOCKDOWN SKILLS*

1. *Taught spoken hindi to adults on chargeable basis.*
2. *Was selected to be a contributing writer for a online magazine called science shore*
3. *My article on liquor and its ill effects was selected and published in the online magazine called Techo Gandhian forum*
4. *Part time RJ for a radio channel called voxit*
5. *Content creator for an wedding photography website called Atom photography*

*Professional:*

*Travel Consultant : International Travels and Tourism*

*April 2017 to Present [ One year 4 months]*

* ***Client Relations & Management Active customer interaction for the Planning, design & finalization of tour itinerary with specific focus on costs & conveniences for both Domestic & International tour & travel.***
* ***Business Pilgrimage (including liaising & arranging Rituals Pleasure Trips Medical Tourism Ticketing (All modes - Flight, Train, Cruise) and inland (local) travel Negotiation with hotels for cost effective accommodation of Individual, Group & Institutional passengers.***
* ***Arranging Guides Visa & Immigration arrangement Vendor/Supplier Management Credit Control.***

***Sr. Marketing Associate in ICT Academy, Chennai, (promoted jointly by the***

*Govt of India,*

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*TN govt & leading corporate in IT Industry) from: Jan’16*

*Marketing Associate in ICT Academy, Chennai from Oct’2014 to Dec’2015*

* *Responsible for liaising with the shortlisted probable Guest Speakers / Chief Guests etc., to engage them for various events and closely coordinating with them before, during and after thereof*
* *Arranging for the travel & accommodation of the visiting dignitories*

* *Actively interact with several Colleges and Institutions to rope in students and speakers for participation in various Leadership, Motivational and other such Programmes*
* *Organising participation of students in overseas Events and actively coordinating with them for the same*
* *Being a Jury member in some such activities*
* *Preparation and submission of pre & post Event Reports*
* *Organising printing and distribution of Certificates, Testimonials etc*

*Additional responsibilities:*

1. *Stage / Dais management in the Events*

*Speakers Introduction etc*

* *Sales & Admin Co-ordinator in “Shelter”, a star Hotel in Chennai from Mar’2013 to Oct’14*

*Responsible as a Team player and co-ordinator for:*

*Independent correspondence*

*Retention of Customers*

*Identifying new potential customers / fresh business & Credit Control*

*Sales co-ordination & negotiation*

*Customer Service & Relationship Management*

* *From Mar’2011 to Mar’2013: Hotel Raj Park Pvt. Ltd., Chennai*

*Job responsibilities:*

*Identifying new potential customers / fresh businesses*

*Sales co-ordination & negotiation*

*Customer Service & Relationship*

* *From Oct’2010 to Mar’2011: SITEL India, as Technical Support Executive- Responsible for providing technical support for Bell Internet users in Canada.*
* *From Sep’2008 to Oct’ 2010 Sutherland Global Services-.*

*Responsibilities included: Providing technical support for Dell Laptop users and registering Quick-books software and selling their value added services and solving customer queries for Quick-books software.*

* *From July’07 to August’08: Allsec Technologies as Tele Transaction Monitoring Officer*
* *24X7 June 2006 to July 2007*

*Responsibilities: Tele marketing of Credit Cards & Fixing appointments with CEOs of companies in the USA for marketing campaigns and promotions.*

*Key Strengths*

* *Excellent Communicator*
* *Correspond Independently*
* *Good interpersonal skills*
* *Good Negotiator & Influencer*
* *Mentoring & Coaching*
* *Rich experience in customer interaction*
* *Empathy in dealing with employees*
* *Customer & Quality Focus*
* *Decision making skills*

*Expertise*

* *Self-motivated*
* *An effective communicator with excellent relationship building & interpersonal skills.*
* *Strong rapport building skills with all clientele.*
* *A ‘sought-after’ sales coordinator; I am proud to mention that my rapport with most clients is such that, they specifically ask to consult/talk to me directly due to my consistent and excellent support service.*
* *Strong perseverance, patience, hard work and highly diplomatic in customer handling*
* *Have achieved and crossed several targets*
* *IT Savvy*

*Personal Particulars*

*Date of Birth: 6th May 1987*

*Languages known: English Tamil & Hindi*

*Hobbies & Interests*

*Reading; current domestic international affairs & Animals*

*Net surfer*

*Movies & Music*

*M R Parvathi*

*30th July 2018*