

# Resume

## Personal Information

Full Name SHIJINA SHANAVAS  
Phone Number +971547885434  
Email Address shijinashanavas27@gmail.com  
Major name shijina  
Gender female  
Date Of Birth alappuzha/1990-5-31  
Marital status married  
Nationality indian  
Address UAE/abudhabi/shabiya11,mussafah  
Experience Year 8



## Social media

 +971547885434

## Qualifications

- BTech in electrical and electronics engineering - Calicut university - 2011-6-1 - excellent

## Experiences

- call center agent - ksm international private limited - 2012-3-11 - 2021-11-11 - answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.

responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.

engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.

building lasting relationships with clients and other call center team members based on trust and reliability.

utilizing software, databases, scripts, and tools appropriately.

understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.

making sales or recommendations for products or services that may better suit client needs.

taking part in training and other learning opportunities to expand knowledge of company and position.

adhering to all company policies and procedures.

## Languages

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- > english, Malayam, tamil - excellent

## Personal skills

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- > m.s office, m.s word, m.s excel, power point , well computer system knowledge - expert

## Interests & Hobbies

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- > reading, writing,