

CURRICULUM VITAE

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CAREER OBJECTIVE:

To work in a challenging environment where my knowledge & skills will help me and the organization grows.

CORE QUALIFICATION:

- Customer service
- Administration
- Back office Management

WORK EXPERIENCE:

Organization : Emirates India International Exchange LPC
Job Profile : Customer Service Officer
Duration : Nov 2016 – Till date

Specific Responsibilities:

- Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billing, cancellations, and other queries.
- Handling cash, processing remittance such as bank transfer, western union and express money, serving the general public with foreign Exchange transaction and quires.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Contribute to team effort by accomplishing related results as needed
- Assist with placement of orders, refunds, or exchanges.

- Build sustainable relationships of trust through open and interactive communication
- Suggest solutions when a product malfunctions.
- Compile reports on overall customer satisfaction.

Organization : Jnana Sudha College

Job Profile : Administration.

Duration : Feb 2015 – Feb 2016

Specific Responsibilities:

- Responsible to greet and assist all visitors entering the corporate office reception area in a courteous, efficient and helpful manner.
- Responsible for the professional and timely answering of all centrally received telephone calls, screen as appropriate and redirect telephone calls to Supreme employees.
- Responsible for the timely receipt and sorting of all corporate office mail, couriers and deliveries.
- Responsible to effectively managing the stationery room; including stock review, re-ordering and distribution, ensuring the office has sufficient stock levels at all times.
- Provide company information to callers if requested and as appropriate in line with the Company's' Code of Business Ethics & Conduct.
- Responsible to provide general administrative and clerical support to the Office Support team.
- Provide support to management for the arrangement and scheduling of appointments, including the co-ordination and booking of meeting rooms.
- Maintaining GM's calendar schedules, travel expenses and consolidation of reports
- Provide word-processing and secretarial support
- Perform other clerical receptionist duties such as filing, photocopying, faxing, Travel and collating arrangements.

EDUCATION:

- Bachelor Degree – C V RAMAN UNIVERSITY
Bachelor of Science (2014)
- KARNATAKA STATE PU BOARD- GOVERNMENT PRE-UNIVERSITY COLLEGE
Higher Secondary Certificate Examination (2011)
- KARNATAKA HIGH SCHOOL BOARD- GOVERNMENT PRE UNIVERSITY COLLEGE
Secondary School Certificate Examination (2009)

ADDITIONAL QUALIFICATION:

- Diploma in Computers – MS Office & Computer Basics

EXTRA CURRICULAR ACTIVITIES:

- Participated in UGC sponsored National Level Seminar (2014) on 'New Vistas in Sustainable Development', held at Sri Bhuvanendra College, Karkala, India.
- Participated in State Level Symposium on 'Swami Vivekananda: The Architect of Personalities' conducted by Swami Vivekananda Studies Centre at Sri Bhuvanendra College, Karkala on account of National Youth Day celebration.
- Participated in College Festival "Kavya" as an accounts coordinator.
- Organized an Event called "Perception" educating students about career opportunities after 12th grade.
- Conducted a program on "Water Conservation Methods" to raise awareness
- State level throw-ball player.

HOBBIES AND INTERESTS:

Making science models, Dancing, Listening Music, Reading Books.

PERSONAL PROFILE:

Date of Birth	:	08th June 1993
Gender	:	Female
Nationality	:	Indian
Marital status	:	Married
Visa Status	:	Employment Visa
Languages known	:	English, Hindi, Kannada and Tulu

I hereby declare that all the statements mentioned above are true, complete and correct to the best of my knowledge and belief.

Ashwini Shetty