**Jasmine Anwar**  
Armaan.Parambath.Illikkunnu.Po Nettur.Thalassery  
Home: 04902351702  
Cell: +91-8129357491, +91-9605235249  
Email: jasminechinju@gmail.com

**Career Profile:**  
A highly dynamic, organized and skilled Customer Support Executive with diverse knowledge of operating customer care department. Seeking a position as Senior Customer Care Executive to utilize my skills and experience in a renowned organization.

**Professional strengths:**

* Possess more than three years of professional experience in Automobile industry.
* Highly proficient in handling customer care services
* Possess excellent communication and interpersonal skills
* Ability to deal professionally with a number of external and internal customers
* Quick learner and possess creative problem solving skills
* Ability to adapt to new processes within limited time frame
* Familiar with basic operating systems like Microsoft Outlook, Office and the Internet
* Self-motivator and ability to work in a fast paced work environment
* Ability to convince and satisfy customers
* Excellent team player with good listening skills

**Professional Experience:**

**Worked as**

**Now running a BPO center ‘The Vibe Solutions,’ at Thalassery**

**Admin and Tele Marketing Executive with Le Antartis Developers Calicut (**July 2016 to May 2017)

* Market the product through tele calling
* Daily report preparing
* Assigned the tasks of handling customer queries, feedback
* Maintaining all files and reports
* Maintaining attendance of employees
* Support to accounts department

**Customer Relations Executive with Peeyem Hyundai.Thalassery(**April 2015-April 2016**)**

**Customer Relations Executive**

* Assigned the tasks of handling customer queries, feedback, complaints and request
* Responsible for maintaining and developing relationships with external and internal clients
* Assigned the tasks of preparing day-to-day activities of customer care department
* Handled the tasks of recording and scrutinizing the complaints received from customers
* Responsible for providing administrative support to customer service team
* Researched and complied answers to provide information to customers
* Assigned the tasks of providing timely responses to the queries and complaints of customers
* Handled the tasks of making outbound sales for new and existing customers

**Tele operator with Amana Toyota .Kannur** (November 2011-April 2014)

* Responsible for attending call towards the organization.
* Assign the call to the respective departments.
* Responsible for operating the calls to the Management and giving appointments.
* Assist the Administration Manager for purchase related tasks.
* Handled the tasks of contributing to other functional responsibilities of the organization

**Educational Summary:**

* Bachelor of Business Administration, Indira Gandhi College of Technology. Mambaram(Kannur University)

**Personal Details:**

* Name: Jasmine Anwar
* Date of Birth: 10/06/1989
* Marital Status: Married