

ANNA MARIA

Customer Relation Manger

+971 556041301 annamariashijanofficial@gmail.com



"I CAN DO IT, I WILL DO IT"

PERSONAL DETAILS

- Date of birth : 08/09/1998
- Nationality : Indian
- Sex : Female
- Religion : Christian
- Marrital status : Single
- Residence : Sharjah , UAE

PASSPORT DETAILS

- Passport No : Y7579131
- Date of Issue : 08/08/2023
- Date of Expiry : 07/08/2033
- Place of Issue : Cochin

SKILLS

- COMMUNICATION
- PROFESSIONALISM
- INTERPERSONAL SKILLS
- CRITICAL THINKING
- ADAPTABILITY
- ATTENTION TO DETAIL
- LEADERSHIP
- TEAM WORK
- ORGANIZATION
- ETHICS
- TECHNICAL SKILLS

REFERENCE

Name : Mrs.Beena Haridas
Position: TCPC of Avenir Institute of Aviation
Email : sivabeenadas@gmail.com
Ph no : +91 8714796577

PROFILE

Performance-driven and creative Customer Relationship Officer with 2 years of extensive experience and comprehensive background in analyzing customer complaints, identifying and communicating with potential customers. Also proven that strong attention to detail, and great communication skills. Possess well-developed leadership skills and important ability to remain calm in stressful situations.

PROFESSIONAL EXPERIENCE

AVENIR INSTITUTE OF AVIATION

customer relation Manager 2021- present

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.
- Meeting with managers in the organization to plan strategically.
- Expanding the customer base by upselling and cross-selling.
- Understanding key customer individual needs and addressing these.
- Conducting business reviews using CRM programs.
- Knowing your competition and strategizing accordingly.

ACCADEMICAL QUALIFICATION

- **CALICUT UNIVERSITY**
MASTER OF ARTS IN ENGLISH LITERATURE || MA
Passout- 2021
- **CALICUT UNIVERSITY**
BACHELOR OF ARTS
Passout -2019
- **BOARD OF KERALA**
Higher secondary education
Passout -2016
- **BOARD OF KERALA**
High secondary education
Passout -2014

DECLARATION

I, ANNA MARIA SHIJAN hereby declare that all the information stated above is true to the best of my knowledge.

THANK YOU