



Harshida V P

BURJNAHAR MALL FLAT NUMBER 340 N/R BY NESTO HYPER
MARKERT MUTHEENA PARAK DIERA DUBAI,(Visa status) Husband
visa.

971585615885 | harshidabhinde@gmail.com

Objective

To be associated with a progressive organization that helps me to grow professionally and personally to take up more responsible positions in Future.

Experience

• RED TIE FINANCIAL SERVICES DUBAI

TELEMARKETING CUM RECEPTIONIST

- Keep the reception area tidy and organized,
- welcome visitors and direct the customers.
- Contact for customers of a business, follow up with potential customers.
- making travel arrangements and organizing equipments.
- Answer phone calls manage mails,
- update calendars and schedule meetings.
- Provides professional advice on credit requirements,
- Develops new customer base through referrals.

• EGIT REAL ESTATE L.L.C DUBAI

TELESALES CUM OFFICE STAFF

- Answer all incoming phone calls in the office and transfer them to the appropriate people if necessary.
- Send and receive the required documents by courier and post.
- Contact potential or existing customers to inform them about a product or service using scripts.
- Answer questions about products or the company.
- Ask questions to understand customer needs and close the sale.
- Enter and update customer information in the database.
- Take and process orders accurately.
- Keep records of calls and sales and keep track of useful information.
- Follow up with customers and manage mails.

• EVM NISSAN KANNUR KERALA INDIA

INSURANCE COORDINATOR

- Processes Policy Documents, Monitors Policy Schedule and Updates Policy Renewal Status. Responsible for Account Collection of Insurance 'Claims and Personal Collections.
- Provides information to clients
- The system is maintained to promote that all insurance fees are current and up-to-date.
- Management Maintains An Active Database of All Insurance Information which is reviewed Regularly.
- Responsible for creating and submitting Monthly inventory of all insurance coverage to management.
- Developed Policies for various negotiations with insurance companies, customer payment collection arrangement.

• JC GROUP ERNAKULAM KERALA INDIA

TELEMARKETING

- Notify potential buyers and sellers about the TV show and advertising opportunities for the properties.
- Briefly explain the advantages of displaying or buying/selling properties through showings.
- Share details like the show's reach, target audience, and success stories.
- Follow up with potential customers properly.
- Schedule a video shoot for interested customers to showcase their property.
- Once the client agrees, schedule a date for the video shoot at their property location.
- Send an executive to professionally shoot the property video.
- If the customer agrees, collect payment details or pre-process payments according to the payment structure of the service provided.
- Generate new customers through referrals.

• PENINSULAR HONDA ERNAKULAM KERALA INDIA

INSURANCE EXECUTIVE

- Call the customer on the phone to discuss matters related to their insurance Renewal.
- Prepare Insurance Policy in System Maintain Customer Details as Report to Insurance System Enter Renewal Information Send reminder Renewal Notice this includes sending courier to remind the customer about their upcoming insurance Renewal.
- Deliver their document by courier or post and Manage mails.
- Regularly Check and Sort Incoming Insurance Related Mails. Liaise with Collection Executives or Agents to SCHEDULE Visits to Customers' Premises for Payment Collection. Provide Payment Receipts as Required documentation for executives.
- Update Customer Records and Payment status in the system a mmeditable after payment collection. Evaluate Lapsed Car Insurance and Renewal

• KVR BAJAJ KANNUR KERALA INDIA

RECEPTIONIST

- Answers the telephone and handles calls and inquiries.
- Greets visitors and ensures a a high level of care for clients Customer Service.
- Maintains the appearance of the reception area and meeting rooms Excellence Staff Training.
- Co-ordination/booking of meeting rooms. Maintains incoming/outgoing mails logs and Supervision Manages outgoing courier service and Maintains check collection log
- Administrative Support
- Assist marketing team with arrangements for social/client events Data Entry Accuracy Records and distributes messages to employees .
- Handles inquiries over the telephone and in in person Problem Resolution Front Desk Operations.
- Strong organization and time management skills .
- Ability to manage multiple tasks and priorities with a caim and methodical approach Able to work as an active team member.

Education

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| • KERALA BOARD
SSLC | 2005 |
| • NATIONAL INSTITUTE OF OPENING SCHOOL
HIGHER SECONDARY SCHOOL | 2009 |

Skills

- Communication Skills. Problem-Solving Skills. Customer Service.
Time Management. Responsibility.

Interests

- Old people car,child care,cooking, crafting, listening music, gardening

Languages

- English,Malayalam,Tamil.

Personal Details

- Marital Status : Married
- Nationality : Indian
- Gender : Female

Additional Information

- diploma in computarized financial accounting practical-18/07/2006 Accounting(Manual)&computrised According (Tally).
- Ms office (ms excel, ms word)sree sankarachariya computer center kannur.
- Diploma in fashion designing (school of fashion desining