

Contact

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Skills

Graphic Designer
Customer Retention
Customer Care Executive

IT Skills

Graphic Designing
Ms Office

Courses & Certifications

Graphic designar
Graphic design
TALLY Accounting

Languages

Urdu
English
Hindi
Arabic

Fouzia Parveen

Retail Administrator | India

Skilled in administration and with experience in managing teams, I possess excellent interpersonal and organizational skills. Seeking a Technical Support Executive position to develop and apply my technical proficiency to resolve clients’ queries and provide satisfactory solutions.

Experience

Advertising

Front Office Manager
Mar 2011 – Apr 2012

Reliance communication

Customer Relation
Apr 2004 – Aug 2008

Customer care representative (CMR) role with 2 years of experience

Summary:

Highly motivated and experienced Customer Relationship Manager with 2 years of experience in managing customer relationships, resolving issues, and driving business growths

- Manage customer relationships and resolve issues promptly
- Develop and implement customer retention strategies
- Collaborate with cross-functional teams to drive business growth
- Analyze customer data to identify trends and opportunities

- Responded to customer inquiries and resolved issues
- Provided product information and recommendations
- Collaborated with team members to achieve sales targets

HAROON COLLECTION

Store In-charger
Jun 2014 – Present

Administrator with 8 years of office work experience:

“Responsible for providing administrative support to ensure smooth office operations. Key responsibilities include:

- Managing front desk operations and reception
- Handling correspondence, emails, and phone calls
- Maintaining office records, files, and databases
- Coordinating meetings, events, and travel arrangements
- Developing and implementing administrative processes and procedures

Requirements:

- Excellent communication, organizational, and time management skills
- Proficient in MS Office and other administrative software”

Education

Bachelor of Arts (B.A)

Arts & Humanities

Sikkim Manipal University (SMU)

2024 (Part time)

12th Class (XII)

English

Andhra Pradesh Board of Intermediate Education

1998 (Full time)

10th Class (X)

English

Andhra Pradesh Board of Secondary Education

1996 (Full time)