



Silpa Ms

Room no. 108 Dhar Al Aman -4 Near Al Quiyada Metro station Dubai
0582286612 | silpakottayi@gmail.com

Objective

Offering 3 years of progressive experience in performing data entry tasks with accuracy and efficiency. Eager to leverage my quick typing skills and database management knowledge towards achieving the department's goal. Resolves complex customer problems through active listening and sound judgment.

Experience

- Conduent business services LTD** 2019 march - 2021 november
Transaction processing associate
1.Process all transactions and perform all tasks accurately within the procedural guidelines and without Errors.
2. Meet or exceed the Daily Productivity standards for each task performed.
3. Meet performance standards for Quality, as defined in the Quality Assurance Plan (QAP) with no errors.
4. Ensure timely completion of tasks, to meet contract guidelines.
- Teamlease service limited** March 2022 - November 2022
Sales Executive
1.Responsible for providing excellent customer service, answering customer questions, and maintaining a pleasant customer experience.
2.Engage and educate customers on product usage.
3.Convey brand information to customers and respond to questions/inquiries that arise.
4.Responsible for daily/monthly sales targets.
- Quess corporation LTD** June 2023 - December 2023
Junior relationship officer
1.Set an achievable target. Define goals. Having an idea of how many new customers you'll need in what time frame will help you devise strategies to close more sales.
2.Know your USP. Understand your product, how it differs from the competition and its benefits to the customer.
3.Understand customer's needs, and then explain how your product can help. Also, ask open-ended questions to understand their pain-points.
Handle rejections gracefully. Rejections are the parts and parcels 4.of sales life. No matter how good your pitch is, sometimes, the customer is not willing to buy only.

Education

- Calicut university** 2018
Bsc electronics
- Kannadi higher secondary school palakkad** 2015
Higher secondary
- Kottayi higher secondary school palakkad** 2013
SSLC

Skills

- Typing speed 55 - 60 wpm
- Typing accuracy
- Communication skill
- Time management
- Understanding basic software
- High level of concentration
- Computer skills
- Product knowledge
- Confidence
- Team management
- Customer handling

Projects

- Automated smart ration system

Interests

- Music
- Travels
- Photography
- Games

Languages

- English: Read write speak Malayalam : read write speak Hindi: read write speak Tamil:speak

Additional Information

BSNL pc hardware and communication training for 2 months.

Visa Status

- On visit visa