**CURRICULUM VITAE**

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**Afrin Tabassum**

C/O –Mr. Arif Hussain

Banamali Basera Apartment

Patia

Bhubaneswar

E-mail **–** afrinicky@gmail.com

Phone Number - 9777159531

**CAREER OBJECTIVE: –**

Customer service professional with strong ability to multi-task, prioritize, and manage time effectively. Interested in the position of Customer Service Representative and offering ability to handle high volume calls, active listening skills, and proven ability to resolve customer complaints in a professional manner.

**WORK EXPERIENCE: -**

Currently working in HempCann Solution Pvt Ltd as Customer Relationship Executive

Worked in RB India Services, Cuttack as ‘Office Executive’ from July 2017 to January 2020

Worked as ‘Data Entry Operator’ for 3 years at Computer Lab Pvt. Ltd, Cuttack.

**ACADEMIC QUALIFICATIONS: –**

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| **YEAR** | **INSTITUTE** | **COURSE**  | **PERCENTAGE (%)** |
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| 20172015 | IPSAR, CuttackICSI, BBSR | MBA(Finance &HR)COMPANY SECRETARY  | 86.0% 53% |
| 2012 | Ravenshaw University, Cuttack |  B.COM | 70% |
| 2009  | Ravenshaw College Cuttack | I.COM | 75% |
| 2007 | Stewart school Cuttack |  ICSE | 75% |

**SKILLS AND EXPERIENCES:-**

* Inbound calls
* Outbound calls
* Lead generation
* Chat Process
* Digital Sales
* Feedback calls
* Follow up Calls
* Courtesy Calls
* Client Interaction
* Sales Planning
* Office Management
* Team Management
* First Round Recruitment
* Verification Process Involvement
* Supervision
* Work Assignment
* File Formatting
* Typing

**COMPUTER SKILLS:-**

Completed P.G Diploma in Computer Application from NET-TECH, Cuttack.

Completed Diploma in Computer Application from OCAC, Cuttack.

Done Tally 9.0 from IIS, Cuttack

**SUMMER INTERNSHIP:-**

Completed Summer Internship Programme at Apollo Hospital, Bhubaneshwar from 8th June – 31st July ,2016 on the topic “**Financial Statement Analysis”**

**PERSONAL DETAILS: –**

* Date of Birth15-05-1992
* Father’s Name Mr. M.A.Khan
* Mother’s Name Mrs. Naseema Tabassum
* NationalityIndian
* Religion Islam
* GenderFemale
* Marital StatusMarried
* Languages KnownEnglish,Hindi, Odia,Urdu

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