

N NAGA DHANUJA

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CAREER OBJECTIVE:

To associate with an organization, which progresses dynamically and gives me a chance to prove challenging assignments and be part of the team excel in work towards the growth of the organization.

PROFESSIONAL EXPERIENCE:

- Worked as **Customer Service Executive** in **FIRST SOURCE, CHENNAI** from July 2010 to June 2012.

Rolls & Responsibilities:-

- Make reminder Calls to the clients.
- Maintain TAT of call with no compromise in Quality.
- Capture and report all Customers' product or service needs.
- Troubleshoot products and services the best to fit to the Customer needs and expectations.
- Explain new plans available to the Customers
- Maintain call professionally, efficiently and with good communication skills.
- Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution.
- Understand and appropriately use the company pricing system and policies.
- Review estimates and invoices for accuracy.

SOFT SKILLS:

- Leadership Skills developed by Leading Various Teams.
- Time Management Skills developed through working on Time Bound assignments.
- Effective Interpersonal, Communication and Presentation Skills.
- Self-motivated independent and can work on minimal supervision.

TECHNICAL SKILLS:

1. Windows XP/7
2. MS Office

EDUCATIONAL QUALIFICATION:

- ✓ **B.Com (General)** with **65%** from Montessori Mahila Kalasala in the year 2008.

PERSONAL PROFILE:

Name : N Naga Dhanuja
Husband Name : Bala Ganesh
Date of Birth : 13-Oct-1986
Nationality : Indian
Languages Known : English, Telugu, and Kannada
Permanent Address : W/o N Bala Ganesh, C/o
#175,1st Cross, BTS Layout, Bangalore-560076.

DECLARATION:

I declare that all the above furnished details are true to the best of my knowledge and belief.

(N.NAGADHANUJA)