**RESUME**

**Summary**

Zealous, bold, confident, enthusiastic in learning, having good exposure

in customer care, teaching, female of age 39 years.

**Educational Qualification**

**1. Master of Business Administration** (Production management)

Acquired percentage                                      - 62% (Distance learning)

Year of passing                                              - 2015

College studied                                              - Madurai Kamaraj University, Madurai

**2. P.G.D.B.A** (Post Graduate Diploma in Business Administration)

Acquired percentage                                       - 64% (Distance learning)

           Specialization                                                 - Human Resource Development

            Study period                                                   - 2002-2004

           University                                                     - SYMBIOSIS Center for Distance

                                                                                       Learning (SCDL), Pune.

**3. B.Sc** (Mathematics)

Acquired percentage                                      - 86%

Year of passing                                              - 2002

College studied                                              - Anna Adharsh College for women,

                                                                         Anna Nagar, Chennai.

                                                                         Affiliated to university of Madras.

**Technical Qualifications**

Software Exposure - Completed Post Graduate Diploma in Computer Application.

   Operating Systems - MS-DOS, Windows 95/98

   Packages                - MS-OFFICE

   Typewriting skill :- English Lower during August 2000 in First class.

**Professional Experiences**

Worked as customer care Executive for **MPL-Automobiles-**Direct Dealer of General motors.

               (03.02.2003 to 30.8.2006).

* + Preparing Customer satisfaction Index reports
  + Preparing Service Satisfaction survey reports
  + Preparing Quick Response Team reports
  + Preparing JD Power reports
  + Making follow-up calls
  + Making remainder calls
  + Maintaining all customer related files
  + Preparing weekly and monthly reports and sending the reports to General Motors India Pvt.Ltd
  + Sending mails to General Motors regarding customer satisfaction.
  + In charge of some administration activities.

[**Reference**](https://scholar.google.com/citations?user=iIAGys0AAAAJ&hl=en)