Harini Naveen kumar
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Bur Juman,Dubai,UAE

Applied for the position of : **" Operation Executive "**

OBJECTIVE :

A suitable position with an Organization where I can utilize the best of my skills and abilities that fit to my education, skills and experience a place where an encourage and permitted to be an active participant as well vital contribute on development of the company.

SKILLS :

- Very energetic result oriented and organized.
- Efficient and well behaved person with good communication skills.
- Extremely hardworking self-motivated and able to work independently in team environment.
- Keep excellent inter personal relations with colleagues and ready to help them.

WORK EXPERIENCE :

- Worked as operations executive at Wedtree estore Pvt Ltd , Chennai , India (From 2021 to 2024)
- Resolve customer complaints and issues in a timely and professional manner.
- Maintain accurate record of customer interaction and transaction.
- Collaborate with other departments to ensure customer satisfaction.
- Identify and escalate complex issues to senior management.
- Process orders , returns and exchanges.
- Monitor customer feedback and suggest improvements to product and services.
- Participate in team meeting and contribute to process improvements initiatives.
- Respond customer calls and ensured timely resolution of their issues , redirected calls to the specific departments as required.
- Mailed purchase order details to respective customers and processed invoice.

PERSONAL DETAILS :

Husband Name : Naveen Kumar
Date of Birth : 26-08-2000
Nationality : Indian
Sex : Female
Martial Status : Married
Language Known : English , Tamil , Hindi

EDUCATIONAL QUALIFICATION :

- Higher secondary (07/2016 -03/2018)
- Diploma in Fashion Designing NIFT , INDIA (09/2018-07/2020)

PASSPORT DETAILS :

Passport No: Y 1035172
Date of Issue : 16/04/2024
Date of Expiry :15/04/2034
Visa Status : Visit Visa (Expiry : 20/09/2024)

DECLARATION :

I hereby declare that the above mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above particulars.