

Roselin

Phone: +971-582302457 Email: roselinrobertgdr@gmail.com

Address: Karama Dubai | Visa Status : Visit Visa

Nationality: Indian | Date of Birth: 10th December 1998 | Marital Status: Married



CAREER OBJECTIVE

Seeking a dynamic position that allows me to leverage my expertise in accounting, customer service, and IT applications to deliver exceptional support and streamline processes. I aim to utilize my strong multitasking abilities to manage financial tasks, resolve customer issues, and optimize IT systems for improved operational efficiency. Committed to providing accurate financial management, fostering positive customer relationships, and implementing technological solutions that drive business growth and customer satisfaction.

KEY SKILLS

- Customer service
- Effective Communication
- Multitasking
- Decision making
- Time management and organizational skills
- Adaptability
- Technological proficiency
- Research and analytical skill
- Teamwork and collaboration
- Active listening

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

Firstsource, Bangalore |

September 2019 - December 2021

- Provide excellent customer support through various channels such as phone, email, chat and in-person to resolve inquiries in a professional and friendly manner.
- Handled inquiries, resolved issues, and provided information related to products and services.
- Worked collaboratively with team members to meet and exceed service targets.
- Developed strong communication and problem-solving skills.

EDUCATION

M.Com (Computer Applications) with 76%

Bharathiar University, Coimbatore | 2024

B.Com (Computer Applications) with 74%

Bharathiar University, Coimbatore | 2019

Higher Secondary Certificate (HSC) with 90%

Fatima Girls Higher Secondary School, Gudalur | 2016

Secondary School Leaving Certificate (SSLC) with 85%

St. Sebastian's Matric High School, Gudalur | 2014

CERTIFICATIONS

Diploma in Indian and Foreign Accounting – TCEDS

Computer Education | 2019

- IT Fundamentals

- MS Office

- Manual Accounting

- Tally Accounting Software ERP 9

- Peachtree

- QuickBooks

LANGUAGES KNOWN

- English
- Malayalam
- Tamil

HOBBIES

- Sports
- Listening to music
- Writing

DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge and belief.