***CONCEPTION LUCY VALES***  *G 119, Girdhar Park, Mith Chowki, Marve Road, Malad (W),*

*Mumbai – 400 064*

*Cell 9820409173 connievales@rediffmail.com*

***OBJECTIVE*** *To carve a niche for myself, by contributing positively, in whatever task I undertake.*

***EXPERIENCE 3Global Servies*** *11/2004 – till date Malad*

*Customer Service Executive (Inbound)*

***Daksh e-services*** *01/2004 – 11/2004 Malad*

*Customer Service Executive (Inbound)*

***Wipro Spectramind*** *01/2003 – 12/2003 Powai*

*Customer Service Executive (Inbound)*

*Responsibilities - Handling customer’s queries*

1. *Ensuring quality service*
2. *Be customer friendly & courteous*
3. *Record data accurately*

***Mafatlal Industries Ltd***  *10/2001-01/2003 Mumbai*

*Secretary to the Group Sr. VP(HR & Admin) & CEO(Textiles)*

***TransArabia Transport & Travels PL*** *09/2000-10/2001 Mumbai*

*Secretary to Regional Manager & MD*

***WhyteKollar Foods (P) Ltd.***  *03/1997 – 08/2000 Mumbai*

*Secretary to MD*

*Responsibilities*

1. *Handling day to day activities & taking care of the office*
2. *Co-ordinating activities with all the departments & locations*
3. *Follow-up with the finance dept. for payments*
4. *Maintaining petty cash register*
5. *Responsible for attending calls& screening the same*
6. *Handling the executives travel arrangements & hotel bookings, generating reports & letters*
7. *Performing general secretarial & other administrative duties, filing of filing*
8. *Take dictation & type correspondence, reports& executives’ longhand notes, draft letters.*

***EDUCATION***  *1997-1998*

*B.Com Curriculum from Lala Lajpat Rai College of Commerce & Economics, Mumbai University.*

***ACADEMICS***  *Diploma in Typing from Sai Commercial Institute - May 1993*

*Diploma in Personal Assistants’ course from Sir JJ College of Commerce – Feb 2002*

*Completed shorthand course from Sir JJ College of Commerce*

*Feb 2001*

*Conversant with MS Word & Excel*

***PERSONAL INFO***  *Date of Birth August 04, 1975*

*Place of Birth Kuwait*

*Social status Female*

*Languages English, Hindi, Marathi, Konkani & Arabic*

***GOAL*** *To pursue a rewarding career with an organization that gives me an opportunity for taking greater responsibilities, newer challenges, acquiring skills while providing an atmosphere for professional & personal growth.*

*Knowlege base Experience with Microsoft Office, Web browsers, including Internet Explorer, and Mozilla Firefox, and Internet e-mail applications*

*Ability to use the Internet to conduct research*