

# JULIE CHERENE THOMAS BEGG

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Kolkata – 700023

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**Date of Birth :** 27<sup>th</sup> April, 1972  
**Marital Status :** Married

## Career Objective

To work in a challenging environment and to add value to the organization which I represent

## Academia

1993 : Higher Secondary Examination West Bengal State Board from Loreto Day School, Kolkata

1990 : Secondary Examination West Bengal State Board from Loreto Day School, Kolkata

## Vocational Qualification

1994 : **Certification Of SECRETARIAL COURSE** from Loreto School

## Portfolio Professional

**Present Experience** : Mercy Ray Pvt Ltd october 2022

**Previous Experience** :

Pantheon Digital Pvt Ltd (Delhi)	September 2021-- October 2022
Next Limit Pvt Ltd	June 2021 - September 2021
AD Binak Infotech Pvt Ltd	January 4th 2021 - May 2021
Acritas Infotech Pvt Ltd-	September 2020-- December 2020

First Serve Initiative Pvt Ltd February 2019---December 2019

Novotus infotech Pvt Ltd 3rd July 2018- February 2019

Teleminds Infotech Pvt Ltd April 2018 -- June 2018

TEAM EXPRESS COURIER LLC, FROM NOVEMBER 2015 -2017

*Customer Service EXECUTIVE* Receiving Incoming Calls & Outbound Calls. Coordinating With Shippers and operations Daily for Deliveries

Updating all calls for Delivery and scheduling the same As per Calls fo local, international and COD as per request

Updating the same on the system for the Day On A Daily Basis

Keeping A Record of shipments and Invoices Received from Operations and shippers,

Sending Mails to Shippiers & operations by Mails for Confirmation For Deliveries for the Day or Cancellation or Non Receipt of Invoices.

Updating Information For Every Customer In courier server system

BLUEWARE Solutions 1<sup>st</sup> September 2013 till January 2015  
Pvt Ltd

*Senior Customer Care Survey process For Australia & UK*

*Executive Receiving* inbound & outbound calls

Keeping a record of Sales Updating the same answering customer queries and handling customer complaints. Assisting Agents on calls & Training New Agents.

***Achievements Designated Customer Care Supervisor***

BELLOVISTA Pvt Ltd March 2013 till June 2013

Senior Call Center Executive Technical process for Quantum Pc Support  
For Australia & UK

Outbound calls & Handling Customer Queries Updating TL /Supervisor Regarding  
Sales & Upgrades

Vaibhav Towers Pvt Ltd July 2013 till September 2013

Senior Call Center Executive Survey Process for UK

Outbound calls & Handling Customer Queries Updating TL Regarding  
Customer Requirements & Sales.

**Sharaf DG LLC Dubai's** 8th March 2008 till October 2012

**No. 1 Electronics Showrooms**

Keeping A Record of Invoices Received from Stores & Suppliers Sending Mails to Suppliers &  
Sores by Mails for Confirmation For Deliveries for the Day or Cancellation or Non Receipt of  
Invoices

Updating Information For Every Customer In ERP Incase of Cancellation Refund Information sent to  
Store,Supplier & Refund Dept.

Follow Up & Coordinating With Service Centers of Different Brands Of Home Appliances &  
Televisions

Updating ERP & Keeping A Record in Excel Sheet too for Follow ups Coordinating  
With the Supervisor on a Daily Basis on Closed cases, Delivery As per Requirements.

Training Agents How To receive Calls About Products & How To Update ERP

*Achievements Performance Bonus Received on 2011*

**Wipro BPO** 3<sup>rd</sup> May 2007 to March 2008

*Customer Care Representative HP All-in-One Printers  
Receiving In Coming Calls For U.K*

Trouble Shouting For Printers In Warranty & Informing

Customers Process for Out of Warranty.

Hotel Hindustan Pvt Ltd November 2002 to 5<sup>th</sup> March 2007

Receiving Incoming

Telephone Executive Receiving Incoming & Dailing Outgoing Local, STD Front Office  
Dept ISD Calls & Transferring or Connecting Calls. Updating Calls Made From Room  
Guest & Forwarding The Bill Amount To Front Desk Cashiers Regarding STD/ISD Calls  
Made from Rooms.

Keeping A Daily Record Of All STD,ISD & Local Calls made By The Director, GM, Chef &  
Their Secretary & Other Internal Departments.

Wake Up Calls Made to Room Guest As per Requirements

Updating Numbers in Records For Assistance For Communication & Operation To Be Easy.

*Achievements Recognition Letter of Service Appreciation Given by the GM of HHI For the  
Hospitality Shown towards the Chairman of Uttarbanga Kshetriya Garmin Bank Coach Behar.*

Dss Mobile Communications 15<sup>th</sup> January 1996 to November 2002

Ltd

Customer Care Councillor Incoming Calls for Billing Issues,Coverage Or Pager Functions  
Keeping Records Of Old & New Pager Activation Updating MIS Report On A Monthly Basis  
Assisting Customers As Per Query or Requirement Issuing Payment Receipts & Sending

The Same By Post Or To Accounts Dept.

Attending Walk -in Customer For Pending Bills, Pager Function Related Or Coverage To Be  
Changed.

Checking Pager Hardware & Sending Them for Repairs

Updating Information For In Warranty Or Out Of Warranty Collection Of Payments For Post  
Paid & Prepaid Keeping A Record Of Walk in Customers.

Informing Concerned Offices in Delhi, Mumbai, Bangalore For Coverage Change of Pager  
Numbers.

Paging Service Representative Receiving Inbound Calls & Paging Messages As per Call  
Paging Service Supervisor Incoming Calls Transferred from Paging Representative For Coverage  
Change As Per Customer & Activation Of Pagers Making Duty Roasters For Shifts Weekly.  
Sending Cricket Updates in Groups & Billing Information for Bills On monthly, Quarterly Or  
Yearly.

Outgoing Calls Made to Customers For Bill Payments to Avoid Service Being Stopped.

Incase of Cancellation Refund Information sent to Supplier & Accounts for Refunding the same.

Incase of Refused or Consignees not available RTO for the Same as per request received from shipper.

***Achievements Customer Care Counsellor in 1998***

Thanking You!  
Yours Sincerely,

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Ms Julie Cherene Thomas

Begg