***SHALU***

E-Mail : [***SHALU.204000@2freemail.com***](mailto:SHALU.204000@2freemail.com)

### **Objective:**

To use the experience and skill I have acquired through my career to successfully implement, develop, deploy and manage challenging new projects for corporate environments.

### **Academic Credentials:**

2005-2009 : **Bachelor of Electronics and Communication Engineering**

First class graduate

### **Technical Qualification:**

**CCNA** (Cisco Certified Network Associate) – Distinction (2009)

### **Experience**

* **UAE Experience – Operations Officer in** **

**Responsibilities:**

The job profile was to process the visa to UK for the applicants. For that 1.Checking the passport, visa and the previous travelled details and the documents required for applying visa.

2. Receiving applications from applicants and forwarding to the consulate.

3. Processing the applications by scanning, entering data and labeling each application.

4. Doing biometrics

5. Separating the files based on priority.

6. Follow up the pending files.

7. Filing the documents.

8. Provided ideas for the new process which was implemented and got appreciation for that from the consulate which is followed in all over the world now.

9. Received the Spot On award from the company for extra ordinary performance and service excellence.

Working in Australian visa application center at present (Temporary)

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* **UAE Experience - Events Assistant – Dubai Racing Club , (6 months : 2011-2012)**

**Responsibilities:**

1. Coordinating with the employees in different departments for the proper functioning of the events
2. Handling the merchandise pavilions and merchandising stores
3. Stock checking in the stores and pavilions and preparing the inventory reports
4. Preparing stock sheets and sales reports
5. Replenishing the stocks whenever required
6. Creating barcodes using POS software and rectifying errors.
7. Coordinating with the sales persons and collecting the sales of each race and submitting the money to the accounts department with the receipts.
8. Providing the race books for each department and creating the invoices
9. Filing the documents
10. Conducting meetings with the suppliers
11. Supervising the entertainment areas
12. Recruiting employees to work on the world cup day
13. Placing staffs for each area like Merchandise pavilions, Kids zone, Game zone and the staffs required for the race night
14. Preparing contractor passes for the staffs on world cup day which will be verified by the Dubai police.
15. Opening and maintaining temporary offices in the airport terminals 1 and 3, and in famous hotels for the world cup day.
16. Coordinating with the staffs of the temporary offices in the airport terminals
17. Providing training for the new staffs in POS and in merchandising

Reason for leaving – contract over

**Profile**

Experience in providing feasible solutions to various problems mainly related to routers, computers and other electronic gadgets.

Excellent communication skills to clarify doubts of customers, able to maintain cool under pressure.

Proven ability to specifically identify a problem and provide quick solution to it.

**Professional Front & Personal Attributes**

* + Strong communication and interpersonal skills
  + Good understanding of customer service management.
  + Hardworking and willing to take on new responsibilities.
  + Professionally handling troubleshooting
  + Solid problem solving ability.
  + Time management skills.
  + Extremely dedicated to work.
  + Able to meet up deadlines.
  + Capable to quickly understand new work procedures.
  + Proficient to understand and perform responsibilities.

**Achievements:**

Able to achieve 100% customer satisfaction in support services undertaken.Timely support services from my part led to increase in customer base for each organization I worked for.

**Personal Data:**

Nationality : Indian

Date of Birth : 11-07-1987

Age : 26

Visa Status : Residence (Husband Sponsor)

Languages Known : English, Malayalam and Tamil.