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DOB 02/Dec/1979

**SUMMARY:**

Responsive, customer-focused professional with 12+ years’ experience in performing reception, clerical and administrative tasks. Proven verbal and written communication skills. Demonstrated talent in resolving customer complaints, handling high volume phone calls and answering customer queries. Possessing a significant record of achievement in management and able to quickly understand the mission, vision and values of an organization. Proficient in computers including MS Office, database, internet and email.

**AREAS OF EXPERTISE**

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| --- | --- | --- |
| ● Correspondence Handling | ● Phone Etiquette | ● Customer Service |
| ● Reception Maintenance | ● Bill Processing | ● Supply Ordering |
| ● PABX/Switchboard Operation | ● Call Forwarding | ● Log Keeping |
| ● Calendar Management | ● Event Coordination | ● Reception Cleanliness |

**PROFESSIONAL EXPERIENCE:-**

* Worked at Grandemark Outsourcing Solutions as Front Office Administration - Since 2nd Aug 2012 - 31st July 2015.

**Job Profile**:

* Effectively & professionally answering the telephone and dealing with enquiries.
* Receiving deliveries, couriers, incoming faxes & arranging distribution to recipients.
* Logging information on calls received and maintaining detailed records.
* Organizing the meeting rooms and overseeing visitor car parking.
* Typing letters, reports and other documents often of a sensitive and confidential

nature in corporate house style.

* Ensuring that the reception & meeting room areas are clean & welcoming.
* Scanning documents and updating internal systems.
* Archiving paper files (and co-ordinating off site filing resources).
* Booking meeting rooms and making suitable catering arrangements as requested.
* Processing and coordinating outgoing post.

**KEY SKILLS AND COMPETENCIES**

* Flexible and able to adapt easily to new situations and developing workloads.
* Ability to evaluate tasks and suggest improvements.
* Professional & approachable telephone manner, can deal with customers at all levels.
* Creating formats for documents.
* Excellent attention to detail and high accuracy levels both numerical and literate.
* Good IT skills including knowledge of Excel, Word and Outlook.
* Logical and methodical approach to working.
* Ability to work on own and as part of a team.
* Clear understanding of all relevant legal obligations and data protection rules.
* Worked for TCS (Tata Consultancy Services) as a Customer Relations Officer from 24th March 2010 till 28th July 2012. Worked for Sunshine process which handles Citibank credit cards. Maintaining CSAT and upselling.

**Achievements:**

* Awarded for outstanding CSAT scores for the year 2011.
* Awarded for being #1 on balanced performance on sales and sales compliance.
* Awarded for maintaining CSAT scores above 90% from Jan 2012 to May 2012.
* Worked with FIS (Fidelity National Information Services) as a Team Coach from 19 Dec 2005 till 30th July 2008 with O2 mobile a leading telecom provider in UK. Joined as a Customer Service Executive on 19th Dec 2005.

**Job Description:**

* Handled the team of 23 agents independently without a TL.
* Making reports.
* Managing calibration calls from UK.
* Monitoring 2 calls per agent weekly and coaching agents appropriately.
* Working on corrective action plans and keeping a track on their improvement.
* Creating daily review reports to show the performance of the team.
* Provide the team with a vision of the project objectives.
* Motivate and inspire team members.
* Lead by setting a good example (role model).
* Coach and help develop team members; help resolve dysfunctional behavior.
* Facilitate problem solving and collaboration.

**Achievements:**

* Awarded for outstanding customer service in the year 2006.
* Certified for completing the training for Coaching the FIS way.
* Awarded the best team for the quarter Jan to Mar 2008.
* Worked with Sitel India LTD. from 2nd Aug 2004 till 5th Dec 2005 as a back office customer support representative.

**Achievements:**

* Awarded as the best quality performer for the month of Jan to Mar 2005.
* Awarded the best customer service professional for the month of Jan 2005.
* Worked with Carrier Aircon as an accountant from 2001 till July 31 2004.

**Job Description:**

* Providing AR and pre-bills to Partner for review.
* Preparation of invoices and taking partner's signature.
* Entering of Petty cash, receipts and payments in Tally.
* Follow up with Banks for receipts and payments.
* Send invoices to client through email and by post.
* Reverse and prepare new invoice as per client instruction.
* Modification of wrong time entries entered by secretaries and fee earners after transfer of time.
* Coordinating with fee earners for pre-bills.
* Assisting fee earners and secretaries on their query on accounting.
* Sending of Statement of account to the client.
* Accounting of collection and reconciliation of customer account.
* Follow up for the outstanding balances.
* Coordinating with client for excess/ short receipts.
* Follow up with partners for write-offs, queries etc.

**EDUCATION**

Graduated in commerce with Accounting and Finance.

Passed HSC with II class from Mumbai University (March 1999).

Passed SSC with 1st class from Gulf Model School (Dubai) (March 1996).

**PROFESSIONAL QUALIFICATION**

Knowledge of SAP, Windows, Excel, Word, Powerpoint, Typing speed 60 wpm.

**PERSONAL DETAILS**

Place of Birth: Dubai

Nationality: Indian

Marital Status: Married

Language Known: English, Hindi, Urdu & Arabic



**Gulfjobseeker.com CV No:** **1483680**