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 **Objective**: To excel in a dynamic environment where teamwork is valued and where I can utilize my strengths to

 benefit the organization.

 **Professional Experience Details**

 **Professional Couriers International Dubai –Feb 12 till date**

 **Assistant Manager cum senior customer Manager**

 **-** Taking care of all administration and HR

 **-** Managing customer complaints and provided solutions as needed.

 - Generating leads

 - Rerouting packages when required to expedite and ensure on-time delivery.

 **Efkon India pvt Ltd** **May 2006 – Sept 2011**

 ***Receptionist and administrator/ Senior Customer Service Executive***

* Handling all secretarial duties for the Executive Director HR and Quality/ COO
* Maintain attendance records and forward monthly Leave MIS to HR.
* Preparation of monthly overtime reports of drivers and submitting to finance
* Collection of vouchers from various staff and submission to authorities for clearance.
* Assisting in managing the travel arrangements by making necessary Hotel arrangements & Travel bookings

(Flight, Train and Bus).

- Manage the booking of various meeting rooms.

- Handling the Front Desk/ Reception, Attending visitors/vendors and EPABX handling.

- Professionally administer all incoming calls
- Ensure phone calls are redirected accordingly
 - Greet guests in a professional, friendly, hospitable manner

- Handling printing related jobs, for e.g. Visiting cards, Letter heads, etc.

* Co-coordinating meetings for the COO, Senior Management and staff including making necessary arrangements

for Breakfast, lunch etc

* Purchase management & negotiation – stationery & office equipments and their bill clearance.
* Salary clearance of outsourced staff like gardener and guesthouse caretaker.
* Managing couriers
* Acquiring new mobile connections as per company policy and managing mobile bill payments.
* Opening ICICI Bank accounts for all newly joined employees
* Assisting in managing the travel arrangements by making necessary Hotel arrangements & Travel bookings

(Flight, Train and Bus).

* Collection of vouchers from various staff and submission to authorities for clearance.
* Senior auditor covering in-bound, out-bound, terminal and card issuance dept.

 **Spanco Telesystem and solutions limited (Responsez) July 2005- May 2006**

* Worked as a Customer Service executive for US Outbound process.
* Assisted in generating sales pitch for Metro Mortgage campaign.
* Successfully met daily targets and exceeded on several occasions.

 **Professional Couriers – Mumbai Jan 2005 – July 2005**

* Provided customer care for over 20 branches.
* Managed customer complaints and provided solutions as needed.
* Rerouted packages when required to expedite and ensure on-time delivery.

 **Lumiere Business Solutions Pvt. Ltd, - Mumbai June 2005 – July 2003**

* Provided product research information and other pre-product launch data to Hindustan Lever. Played an integral
* part in conducting detailed research and analyzing Market research.
* Coordinated reports with Hindustan Lever Ltd. customers.

 **Delta Mediscribe – Mumbai June 2000– Dec 2001**

* Worked as a medical transciptionist. The work involved synchronizing the medical details and transforming it into
* data files with precision.

 **Modicare Ltd – Mumbai Jan 1996– June 2000**

* Provided customer service with Modicare products.
* Led and trained teams to provide adequate support for Fast Market Consumer Goods.
* This experience provided a great deal of exposure to cross-cultural clients and working with teams globally.

 **Education & Other Skills:**

 **-** Has done the internal auditors course with Certification.

* Certified in medical transcription. Delta Mediscribe, Mumbai 2000.
* Diploma in Nursing, Second Class, 1991. KEM Hospital, Mumbai
* XII (Commerce) – Second Class, 1989. Mumbai University
* X (SSC) – Second Class, 1987. Indian Airlines Ideal School, Mumbai
* Proficient in Microsoft Word, Excel, Power Point and, Internet Explorer.
* Languages Known: English, Hindi, Malayalam, and Marathi.