

**Email :** **karthikeya.374778@2freemail.com**

**KARTHIKEYA**

**Seeking a challenging position in an organization that offers ample**

**opportunities to learn and implement. I’m keen to work on innovative**

**technologies and collaborate with different teams to contribute**

**extensively for the success of the organization**.

**E M P L O Y M E N T**

**2012 - Present** **OPERATIONS & CLIENT RELATIONS OFFICER**

**Abu Sultan General Cleaning Services LLC - Thanima Group of**

**Companies – Ras Al Khaimah , UNITED ARAB EMIRATES**

* **Monitor Supervisors to ensure customer requirements and environmental work orders are completed in a timely and efficient manner**
* **Preparing documents to put out tenders for contractors**
* **Working knowledge of computer software including word processing and other products used in managing accounts.**
* **Ability to fill out clear, legible written reports, Purchase Order request, employee evaluations, inventory reports and other forms as needed.**
* **Project management - supervising and coordinating the work of contractors.**
* **Schedule regular meetings with customers to ensure they are satisfied**
* **Ensure both the company and clients adhere to contract terms**
* **Handling escalated client complaints and attempting to resolve them is also part of their responsibilities.**
* **Maintenance of fixed assets register associated with organization.**
* **Familiarity with budget control, Project planning, staff control and assurance methodologies**
* **Ability to train, guide, motivate and mentor the work of project personnel**
* **Ability to complete projects on schedule and within budget**
* **Good personal computer and business solutions software skills**
* **Strong human relations and leadership skills.**

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| **2010 - 2011** | **FINANCE EXECUTIVE** |
|  | **Spencer Bio-Briquetts Private Ltd, Keerakollai , TAMIL NADU – INDIA** |
|  | **Maintain accurate records for all daily transactions.** |
|  | **Present all accounting issues and results to executive committees and** |
|  | **upper management** |
|  | **Assist with preparation and control of company's projects and budgets** |
|  | **Invoice processing & Payment Follow ups with clients** |
|  | **Developed and maintained effective relationships with customers.** |
|  | **Developed and maintained communications with staff to ascertain that** |
|  | **service is delivered on time.** |
|  | **Selected and trained employees and provided ways to improve their** |
|  | **performance, development and work products.** |
| **2009 - 2010** | **CUSTOMER RELATIONS EXECUTIVE** |
|  | **IBM Daksh , Gurgaon – DELHI - INDIA** |
|  | **Investigated and resolved Customer problems.** |
|  | **Established and maintained relationships with clients by providing top** |
|  | **quality service.** |
|  | **Overcome Customer Objections** |
|  | **Consistently met and exceeded established goals and attained overall** |
|  | **performance goals of the organisation.** |
| **E D U C A T I O N** |  |
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| **2007 – 2009** | **MBA –** Finance & Marketing (Pondicherry University) Location: Pondicherry |
| **2004 – 2007** | **BCOM –** (Bharathidasan University) Location: Tiruchirapalli |



**C O M P U T E R S K I L L S**

**Tally 9**

**Ms Office**

**CSM Software ( Accounts)Lightroom 5**

**A R E A O F I N T E R E S T**

**Finance/ Accounting**

**Vendor Management**

**Facilities management- Cleaning & Pest Control ServicesCustomer relations/ Operations**

**HR/Welfare**

**Business Development**

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**P E R S O N A L D E T A I L S**

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| **Sex** | **MALE** |
| **Nationality** | **INDIAN** |
| **Blood Group** | **O +VE** |
| **Date OF Birth** | **02- AUGUST-1987** |
| **Marital Status** | **MARRIED** |
| **Nationality** | **INDIAN** |
| **Languages Known** | **ENGLISH, TAMIL, HINDI, MALAYALAM & ARABIC** |
| **Current Visa Status** | **UAE - EMPLOYMENT VISA** |
| **UAE Driving License** | # **169845** **–** **LIGHT VEHICLE (AUTOMATIC)** |

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| **R E F E R E N C E S** | Available on request |
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