**HARI**

**Personal E-mail:** [**hari.379523@2freemail.com**](mailto:hari.379523@2freemail.com)

**OBJECTIVE**

Seeking in a rapidly growing firm, where I can apply my knowledge and experience, explore my skills and utilize it for mutual improvement.

**PROFILE**

A dynamic communicator with good listening skills and an interest in managing administrative tasks effectively and highly motivated by challenges. Proven ability to resolve conflicts and maintain good rapport with peers. Excellent interpersonal skills, quick learner, relates well to the public and all levels of staff. A good team player who can also accomplish challenges individually.

**PROFESSIONAL EXPERIENCE**

**Enhance Oman (TOWEL GROUP), Sultanate of Oman (P.O Box 1811 )**

**Position –Customer Service Assistant in Ooredoo Telecom**

**From June 2017 To December 2017.**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Maintains customer records by updating account information
* Resolves product or service problems by clarifying the customer complaints
* Responsible for Identifying and assessing customers’ needs to achieve satisfaction
* Provide accurate, valid and complete information by using the right methods/tools
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolutionKeep records of customer interactions, processcustomer accounts and file documents.
* Control over customers Phone and Internet bill payments.

**Idea Cellular Ltd ( Anupam communications Ranni, Pathanamthitta)**

**Position – Customer Service executive in idea Cellular Ltd**

**From February 2016 To May 2017**

* Collecting customer mobile bill payments and recharging there mobile talk time and internet connections
* Responsible for hand over new mobile conections.
* Responsible for customer complaint registration in Idea official site.
* Answer inquiries from customers and resolve customer issues.
* Suggest additional benefits and services offering based on assessment of customer

**Jockey Trading & Maint.Co (SASCO GROUP), QATAR (P.O Box 60146 )**

**Position - HR & Office Admin Executive**

**From June 2013 To January 2016.**

* Responsible in checking Residential Permit renewal or cancellations
* Preparing employement contract and bank account for new employees
* Responsible for employees recruitment, promotion, transfer, resignation and termination
* Maintaining annual and emergency leave requests and issuing exit permit.
* Responsible for initial checking of requests to ensure completeness of data before forwarding to HR.
* Responsible for safe keeping of division legal documents.
* Responsible in complete payroll activities.
* Individually contributes by doing assigned administrative and secretarial work.
* Responsible for delivering building development projects of varying size and complexity.
* Responsible for directing organizing and controlling project activities.
* Attend client meetings and assist with determination of project requirements.
* Track the progress and quality of work being performed.
* Use project scheduling and control tools to monitor project plans, work hours, budgets and expenditures.
* Effectively and accurately communicate relevant project information to the client and project team.
* Ensure clients' needs are meet in a timely and cost effective manner

**Indus Motors company private Ltd, Kerala**

**Position – Office cum Account Assistant**

**From July 2011 To May 2013.**

* Responsible for administrative and secretarial works.
* Control over petty cash.
* Working with spreadsheets, sales and purchase ledgers and journals.
* Preparing statutory accounts
* Sorting out incoming and outgoing daily post and answering any queries.
* Controlling credit and chasing debit
* Reconciling finance accounts.

**EDUCATIONAL QUALIFICATIONS**

* **2014-2016 MG University,Kottayam Kerala**Completed Master of Business Administration (MBA).
* **2007-2010 MG University,Kottayam Kerala**

Completed Bachelor of Business Administration (BBA)

* **2005 - 2007 Central Board of Secondary Education India**

Completed Plus Two Education under Jawahar Navodaya Vidyalaya.

* **2004 - 2005 Central Board of Secondary Education India**

Completed High school Education under Jawahar Navodaya Vidyalaya.

**COMPUTER AWRENESS**

* Working knowledge in MS Office

**PERSONAL DETAILS**

Date of Birth : 12th february 1990

Gender : Male

Nationality : Indian

Religion : Hindu

Language Known : English, Hindi and Malayalam.